

**MailManagement Assessment of Mail Services for  
The Commonwealth of Virginia**

**Phase I**

**Richmond, Virginia**



**December 22, 2004**

MailManagement  
Jacquelyn T. McPeak, President  
10 Tower Lane, PO Box 168  
New London, PA 19360  
(610) 869-8699

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## **I. EXECUTIVE SUMMARY**

MailManagement (MM) is pleased to present the results of the assessment of the mail operations and mail operations safety and security procedures for the Commonwealth of Virginia (COV) at the Seat of Government in Richmond, Virginia.

MM finds that the agencies which have large mail operations are performing at a high level of production and efficiency and may serve as models for best business practices in development of the consolidation plan.

Because there larger agencies are currently running smoothly and would gain only minimal additional cost savings as a result of consolidation, they are not likely candidates for participation in the consolidation plan. However, some consolidation of mail operation processes of most of the smaller agencies would reduce costs, and provide many benefits to the COV and its agencies.

Recommendations include appointment of an executive leadership committee to provide support for the more-in-depth Phase II consolidation study, planning and implementation. In addition, a liaison committee should be formed to include a representative from each agency involved in the mail consolidation. This ensures that the agencies can provide valuable input and feedback with regard to consolidation, and that the needs of each agency are addressed.

This assessment will serve as the foundation as we move into Phase II of the mail consolidation plan. The complexities involved in centralizing many of the mail operations will require the united efforts, experience and leadership of the COV agencies under the direction of its executive leadership committee to ensure that the consolidation plan will provide benefits and meets the special requirements of each agency.

## II. SCOPE

Performed an assessment of the current mail service operations of state agencies and institutions at the Seat of Government, located in and around the City of Richmond, Virginia, included the following:

- Developed mail operation and mail cost surveys (See Exhibits 1 and 2, respectively)
- Conducted on-site assessments or verified one was not necessary for 124 agencies' or institutions' mail operation locations from September 13, 2004 to September 28, 2004
- Photographed and measured mail processing areas of sites visited
- Accompanied security specialists to 10 sites for evaluation of current security procedures
- Provided project overview of on-site assessment to Roundtable members on September 28, 2004
- Performed 207 follow-up telephone calls and E-mails to agency members to clarify data received
- Provided eight weekly mail consolidation reports to Roundtable members
- Attended meeting with IT specialist and Roundtable members to establish a line of communication for future mail consolidation recommendations
- Compiled survey data for assessment and foundation for development of mail consolidation plan
- Developed narrative report for each agency from responses to mail operation and mail cost surveys
- Met with acting director of Real Estate Services to discuss mail consolidation plan and consolidation of agency office lease and office space
- Reviewed COV's UPS shipping contract
- Reviewed COV agreement with Mailer's Research Group, Inc.
- Set up meeting with Mailer's Research Group, Inc.'s President, Art Leonard to tour its presort facility on November 23, 2004
- Provided October 25, 2004 weekly report to Roundtable representatives via a conference call
- Met with U.S. Postal Service representatives concerning their security/mail screening procedures
- Reviewed 2004 postage costs provided by the COV

### **III. ASSESSMENT OF CURRENT MAIL OPERATIONS**

#### **BACKGROUND**

The COV has considered consolidation of its mail operations over the years. This report includes an overview of the previous mail consolidation and mail improvement efforts since 1997.

Prior to 1997, an Invitation For Bid for outsourcing mail services was attempted but it was not completed.

#### **SEPTEMBER, 1998 - EVALUATION OF TENNESSEE MAIL OPERATION**

In September of 1998, a group of COV representatives from the Department of General Services went to Nashville, Tennessee to evaluate their mail system process as part of a fact finding effort to consider mail service alternatives at the Seat of Government in Richmond, Virginia.

Tennessee had a mail center located in downtown Nashville that processed all state mail. They had hubs throughout the state to process mail from the main center. It is reported this system required a large space within a building and a lot of mail processing equipment.

The results of the evaluation and study were: The cost for the COV to implement a similar model was too great at the time and that trying to get agencies and department understanding, confidence, and buy-in was difficult. There was also concern about staff losing their jobs, having their work processes changed and creating delays in getting their mail processed. It is not believed this project was the result of a Governor's Directive.

#### **JUNE, 2003 - OUTSOURCING OF MAIL OPERATIONS (RFP)**

In June of 2003, another attempt was made to consolidate mail and improve mail security. A Request for Proposal (RFP) was issued for Contractual Services for mail services for the COV in Richmond, Virginia.

The solicitation scope requested that a contractor provide a secure mail services operation designed to detect and contain threats of chemical and biological agents in the mail and determine a more cost effective and efficient mail services model for the Seat of Government in Richmond, Virginia by outsourcing mail services to an experienced private organization. The COV hoped to benefit from cost savings through efficiencies of local courier service, reduced postage, more effective and timely distribution and a safe and secure mail system.

Three proposals were received from interested vendors. The proposals were evaluated but no vendor was selected.

### **JULY, 2004 – ASSESSMENT OF MAIL OPERATIONS AND DEVELOPMENT OF CONSOLIDATION PLAN**

In July of 2004, another RFP was issued to:

- Phase I - Perform an assessment of the current mail service activities being performed by state agencies and institutions at the Seat of Government, located in and around the City of Richmond, Virginia
- Phase II - Develop a plan to consolidate the mail service activities identified from the assessment
- Phase III - Assist with implementing the resulting consolidation plan at the discretion of the COV.

The COV acknowledged that the agencies operate, generally, in a decentralized manner. Their cursory examination into the feasibility of implementing a mail consolidation model at the Seat of Government revealed examples where state government entities have successfully implemented a consolidated model, achieving greater efficiencies and reduced operational costs. The COV stated it is expected that similar results can be achieved by the COV.

To move this initiative forward, a Governor's Directive was issued on May 18, 2004 directing the establishment of consolidated mail service for state agencies and institutions located at the Seat of Government, in Richmond, Virginia (see Executive Directive 3 in Exhibit 3).

MM was awarded the contract on September 10, 2004.

### **METHOD OF DATA COLLECTION FOR ASSESSMENT**

The MM team of analysts arrived in Richmond, Virginia on September 13, 2004 to begin its on-site assessments. This period of information gathering provided an opportunity for MM to begin making contact and building relationships with the COV agencies which will play a key role in consolidation efforts.

### **SITE VISITS**

On September 13, 2004, MM's team of analysts began on-site visits to the 35 agencies in Richmond, Virginia for whom contact information had been provided by the COV. The remaining agencies were being contacted individually by the COV to apprise them of the site visits being performed and to ascertain the appropriate contact person. MM visited such agencies as they became available.

During the on-site visits, interviews were conducted with the person or, in some cases, team of persons, responsible for handling the mail, and the information was recorded in the mail operation survey. Measurements and photographs of the mail operations were also taken. This process was valuable for the chance to observe and hear directly from the personnel who, in many cases, had worked for the COV for years, and held an excellent understanding of the daily mail operations for the particular agency.

In addition to the on-site visit, MM sent via E-mail the mail cost survey to the designated contact person to ascertain the more detailed salary, budgetary and cost information requested therein. In most cases, the mail cost surveys were completed by someone in a supervisory position, and different from the person providing input for the mail operation survey. The two surveys were designed to overlap each other in terms of some information requested, and this provided the opportunity to compare responses to determine the need for further exploration in Phase II.

On September 28, 2004, MM's analysts completed the on-site visit portion of the assessment.

### **DATA COMPILATION**

In the course of the site visits, MM developed a comprehensive listing of agencies with current contact information based initially on the State Mail Service Route List, and expanding as contact information was made available or verified through site visits. This system was very helpful in terms of tracking the agencies still to be contacted and, later, for providing COV with accurate weekly and sometimes daily updates.

As the survey responses were completed and/or received from the COV agencies, the data was entered. This data was then summarized in the narrative. There appears to be some inconsistencies in the data provided by the agencies in response to questions in the mail operation survey and mail cost survey. The specific areas are as follows:

- Staffing and salaries dedicated to mail processing
- Annual postage and shipping costs
- Mail processing space costs
- Vehicles costs dedicated to mail processing
- Courier costs dedicated to mail processing

MM provided a draft summary of the agency narrative report to approximately 50 agencies for their review. The agencies approved the summaries with minor changes.

### **SUMMARY OF ASSESSMENT**

The assessment of the mail operations currently performed at the COV agencies and institutions included documentation of the following:

- Inventory of mailing equipment
- Inventory of U.S. Postal Service accounts and box rentals
- Personnel resources
- Facility location, size and cost
- SMS distribution schedule
- Agency pickup and delivery of mail
- Mail volumes by type
- Operating cost for current mail operations
- Funding streams to support mail operations
- Presorted mail
- UPS contract
- Mailer’s Resource Group, Inc. contract

**INCOMING**  
**U.S. POSTAL SERVICE MAIL, SHIPMENTS AND POUCH MAIL**

The average daily volume of incoming U.S. Postal Service mail, shipments and pouch mail for the Richmond area of the COV are as follows:

<b>Daily Incoming U.S. Postal Service Mail, Shipments and Pouch Mail Volumes<sup>1</sup></b>	
U.S.P.S. Letters	90,095
U.S.P.S. Flats	13,986
U.S.P.S Business Reply	6,558
Accountable <sup>2</sup>	6,656
Pouch Mail <sup>3</sup>	166
Non-express packages <sup>4</sup>	292
<b>Total</b>	<b>117,753</b>

Incoming U.S. Postal Service mail is picked up from the U.S. Postal Service and delivered by the State Mail Service, agencies, courier service and the U.S. Postal Service.

The incoming mail deliveries by the U.S. Postal Service range in time from 9:00 a.m. to as late as 3:30 p.m. Many of the agencies have caller service<sup>5</sup> that enables them to pick up their mail at the U.S. Postal Service as early as 6:30 a.m. Agencies without caller

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<sup>1</sup> The average daily volumes are divided by 260 days and fluctuate due to seasonal mailings, such as license renewals, taxation, annual billings, etc.

<sup>2</sup> Accountable mail can be defined as incoming mail that requires a signature, such as registered mail, FedEx, UPS, etc.

<sup>3</sup> Pouch mail is inter/interagency mail that typically travels to and from agencies in a canvas pouch.

<sup>4</sup> Non-express mail consists of ground packages.

<sup>5</sup> Available for a fee to business mailers who require more than free carrier service or the largest installed post office box size. Some businesses are required to use caller service because of high volumes of mail coming to a post office box. The major advantage of caller service is it gives mailers the option to pick up mail at a post office call window or loading dock when the post office is open.

service can pick up their mail at 8:30 or 9:00 a.m. Mail is picked up from the following six post offices:

- Capitol Station, 700 East Main Street
- Brook Road, 1801 Brook Road
- Civic Center 400 North 8<sup>th</sup> Street
- West End 2220 Dabney Road
- Saunders Station 1625 West Broad Street
- Stewart Station, 3517 Floyd Avenue

The table below reflects a total of 49 agencies and couriers all picking up mail at six different post offices between the hours of 6:30 a.m. and 11:30 a.m. each day.

Many agencies have up to three different pickups and deliveries to different post offices. The majority of the agencies indicated that parking at the Capitol Station Post Office is limited.

<b>Daily Agency and Courier Schedule for Pickup of Incoming Mail</b>			
<b>Number</b>	<b>Type</b>	<b>Post Office</b>	<b>Pickup time</b>
21	Agencies	Capitol Station	6:30 a.m. – 11:30 a.m.
8	Couriers	Capitol Station	7:00 a.m. – 10:00 a.m.
11	Agencies	Brook Road	6:30 a.m. – 11:30 a.m.
2	Couriers	Brook Road	7:00 a.m. – 10:00 a.m.
1	Agency	Civic Center	10:00 a.m.
1	Agency	West End	8:15 a.m., 10:30 a.m.
3	Agencies	Saunders Station	9:00 a.m. – 10:30 a.m.
1	Agency	Stuart Station	8:30 a.m.
1	Agency	Dabney Road	8:15 a.m., 10:30 a.m.

The number of pieces being picked up by agencies ranges from one agency picking up 75 pieces total daily average to as high as 44,337 total daily average.

State Mail Service picks up mail from Capitol Station at 7:15 a.m. and again before noon. The total average daily number of pieces is 70.

Total daily average of incoming letters, flats, business reply, registered, certified and express is 78,647 being picked up by the agencies themselves.

The number of pieces being picked up by couriers ranges from one courier picking up 20 pieces total daily average to as high as 768 total daily average.

The couriers performing services for the COV consist of Professional Courier, Metropolitan Courier Corporation, Central Delivery Service, Richmond Express, Inc., Beavex, Apple, Comet, Velocity Express, DNX and Courier One. In some cases, the courier service is picking up from the same post office for two agencies at the same time, and it is unclear whether the COV is paying two separate fees for this service.

Approximately 385 pieces of mail daily require research to determine location of recipient. Agencies are currently using an on-line directory or printed hard-copy directory. Many of the agencies have long-term employees that can quickly identify the recipient, or the department where the mail needs to go.

**Accountable Mail**

The average daily volume of incoming accountable mail is 6,656 pieces.

U.S. Postal Service registered, certified and express mail is either picked up at the post office or the U.S. Postal Service delivers to the agency.

Overnight UPS, FedEx, Airborne, etc. are either delivered directly to a recipient or to a receptionist desk at the agency.

**Pouch Mail**

The average daily volume of incoming pouch mail is 166. The Department of Social Services is the primary user of this service, receiving an average of 150 mail pouches each day.

**Non-Express Packages**

An average of 282 non-express packages are received each day.

**OUTGOING**  
**U.S. POSTAL SERVICE MAIL, SHIPMENTS AND POUCH MAIL**

The average daily outgoing U.S. Postal Service mail, shipments and pouch mail volumes for the Richmond area of COV are as follows:

<b>Daily Outgoing U.S. Postal Service Mail, Shipments and Pouch Mail Volumes<sup>6</sup></b>	
Letters	110,480
Flats	10,390
Registered/certified/express	1,977
Bulk/standard	9,882
FedEx	355
UPS	1,082
Airborne/DHL	73
Pouch mail	221
<b>Total</b>	<b>134,460</b>

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<sup>6</sup> The average daily volumes fluctuate due to seasonal mailings, such as license renewals, taxation, annual billings, etc.

The daily postage costs for the 132,729 pieces of U.S. Postal Service outgoing mail is \$81,180.48.

The daily shipping costs for the 1,510 pieces of FedEx, UPS and Airborne/DHL is \$5,019.27.

**U.S. Postal Service Premier Account Agencies**

Of the 77 Richmond area COV agencies that are processing mail, 25 agencies have been identified by the U.S. Postal Service as “Premier Accounts,” based on having annual postage revenue of \$200,000.00 or more.

Many of these larger agencies can serve as models with their cost-efficient processes, documentation of volumes, automated processes, tracking systems, committed management teams, and strict adherence to agency deadlines.

They are listed on the following page in order of annual postage costs:

	<b>Agency</b>	<b>FY2004 Postage<sup>7</sup></b>	<b>Total annual postage costs for outgoing U.S. Postal Service mail<sup>8</sup></b>
1	Motor Vehicles, Department of	\$6,847,900.00	\$4,613,760.45
2	Employment Commission, Virginia	10,759.00	3,622,201.00
3	Taxation, Department of	2,502,200.00	2,351,329.00
4	Virginia Industries for the Blind	157,112.00	1,400,000.00
5	Supreme Court	1,324,886.00	1,288,504.32
6	Commonwealth University, Virginia	1,123,807.00	1,277,563.00
7	Treasury, Department of	1,008,303.00	1,002,969.00
8	Corporation Commission, State	729,264.00	493,000.00
9	Workers' Compensation Commission, Virginia	395,842.00	390,000.00
10	Rehabilitative Services, Department of	399,135.00	362,950.00
11	State Police, Department of	311,436.00	325,000.00
12	Commonwealth, Secretary of the	350,302.00	300,000.00
13	Social Services, Department of	3,124,718.00	300,000.00
14	Department of Education	237,903.00	242,000.00
15	Bar, Virginia State	249,930.00	220,861.00
16	Professional and Occupational Regulation, Department of	257,030.00	219,649.00
17	Health, Department of	1,150,780.00	215,465.00
18	Agriculture and Consumer Services, Department of	210,749.00	203,777.00
19	Health Professions, Department of	322,472.00	132,000.00
20	Transportation, Department of	633,555.00	120,000.00
21	Game and Inland Fisheries, Department of	326,232.00	89,000.00
22	Medical Assistance Services, Department of	2,200,612.00	80,000.00
23	Correctional Education, Department of	215,482.00	50,000.00

<sup>7</sup> Data provided by COV’s “gdjtable1.” A discrepancy exists between the postage costs provided by various agencies. The agencies should reconcile this data prior to the completion of Phase II.

<sup>8</sup> Data obtained from mail cost survey.

	<b>Agency</b>	<b>FY2004 Postage<sup>7</sup></b>	<b>Total annual postage costs for outgoing U.S. Postal Service mail<sup>8</sup></b>
24	Community College System, Virginia	3,142,895.00	20,000.00
25	Virginia Retirement System	345,755.00	Not available
	<b>Total</b>	<b>\$27,608,059.00</b>	<b>\$ 19,320,028.77</b>

These Premier Account agencies qualify for a designate U.S. Postal Service account manager to provide special sales and service support. Having the ability to pick up the phone and call a person that knows your agency and can help with any incoming and outgoing mail problems can prove invaluable.

Michael Smith, U.S. Postal Service B.S.N. Manager, has also indicated that other agencies can be added to the Premier Accounts status if their current revenue is below \$200,000.00 but have potential for growth.

### **Presorted Mail**

Presorting mail is the process by which a mailer obtains a postal discount by sorting outgoing mail to the finest extent possible, thus eliminating work for the U.S. Postal Service. Aside from the benefit of substantial cost savings, utilizing presort capabilities makes mail move faster.

There are many different types of presort discounts and qualifications involved:

- Shape
- Size
- Weight
- Saturation of zip codes

This report will focus on two methods of presort:

1. Presorting the mail utilizing a software program before hard page copy is produced.
2. Utilizing a presort service bureau where they sort the mail with the mail of other clients and deliver the mail to the U.S. Postal Service.

Some of the larger agencies such as Department of Taxation, Treasury Department and Department of Motor Vehicles are bar coding their mail internally through their agency's software programs and obtaining presorted discounts.

Virginia Industries for the Blind also provides the COV with substantial savings by qualifying smaller mailings for discounts which would not otherwise be available to them. For example, last year they were able to apply presort discounts to \$1,000,000.00

in annual postage out of a total of \$1,400,000.00 annual postage for agency mail they processed.

In addition, the COV has contracted with Mailer’s Resource Group, Inc. to provide presort services to its agencies and, in so doing, has provided COV with the potential for additional savings. This contract is being managed by the Treasury Department. A number of the agencies we interviewed which are utilizing the services of Mailer’s Resource Group, Inc. told us how pleased they are with the services being provided to them.

The agencies not currently receiving presort discounts have a combined average daily volume of 21,316 of letter size mail, and many of the agencies have expressed a desire to obtain presort discounts.

The following agencies are taking advantage of presorted postage discounts:

	<b>Agency</b>	<b>Total annual postage costs for outgoing U.S.P.S. mail</b>	<b>Annual postage costs qualifying for presort</b>	<b>Annual postage costs NOT qualifying for presort</b>
1	Motor Vehicles, Department of	4,613,760.00	3,594,476.26	1,019,284.19
2	Virginia Industries for the Blind	1,400,000.00	1,000,000.00	400,000.00
3	Treasury, Department of	1,002,969.00	952,821.00	50,148.00
4	Taxation Department of	2,351,329.00	877,621.00	1,473,708.00 <sup>9</sup>
5	Commonwealth University, Virginia	1,277,563.00	675,746.00	601,817.00
6	Employment Commission, Virginia	3,622,201.00	Not available	3,622,201
7	Corporation Commission, State	493,000.00	180,000.00	313,000.00
8	Bar, Virginia State	220,861.00	148,336.00	72,525.00
9	Corrections, Central Activities, Department of	83,908.00	59,565.15	24,333.51
10	Professional and Occupational Regulation, Department of	219,649.00	35,596.00	184,053.00
11	Alcoholic Beverage Control, Department of	100,000.00	35,000.00	65,000.00

<sup>9</sup> Taxation is migrating their printing to a new printer that will increase the percentage of mail qualifying for presort and postal discounts. However, a significant volume is certified mail that would not qualify for presort and postal discounts.

	Agency	Total annual postage costs for outgoing U.S.P.S. mail	Annual postage costs qualifying for presort	Annual postage costs NOT qualifying for presort
12	Health Professions, Department of	132,000.00	20,230.00	111,770.00
13	Senate Post Office	17,000.00	956.00	16,044.00
	<b>Total</b>	<b>\$15,534,240.00</b>	<b>\$ 7,580,347</b>	<b>\$ 7,953,883</b>

**U.S. POSTAL SERVICE ACCOUNTS AND BOX RENTAL**

The agencies reported spending a total of \$111,382.32 per year for various types of mailing permits, caller service fees and post office box rentals.

Eight agencies reported the use of caller services at various post offices.

There are 149 post office boxes being rented to provide sorting of incoming U.S. Postal Service mail. Those agencies with large volumes of incoming mail are best served by renting boxes for this purpose.

**COORDINATION OF MAIL CONSOLIDATION EFFORTS WITH U.S. POSTAL SERVICE**

MM contacted Michael Smith, Manager of the U.S. Postal Service Business Service Network (BSN), who has been aware the COV has looked at consolidation of mail in the past, and feels he would have much to contribute in the development of the consolidation plan.

**INTERAGENCY MAIL**

State Mail Service picks up and delivers interagency mail to 120 locations at 61 different buildings and to 102 floors. There are four routes: West End; Southside & East End; Downtown (walking); Downtown (vehicle). Three routes require vehicles and one Downtown route, Southside and East End, requires walking. A thirty-minute variance is built into the schedule due to the fluctuation in volumes, X-ray and screening requirements, traffic and special requests for pickups and deliveries.

The a.m. routes begin between 8:30 a.m. and 9:00 a.m. and end at noon. There are 106 mail stops.

The p.m. routes begin at 1:30 p.m. and end at 3:00 p.m. and there are 27 mail stops.

In addition, there is approximately one special request for pickup and delivery each day.

The vehicles used for the interagency mail and pickup of incoming U.S. Postal Service mail include a: 1992 Chevy Van, 2000 Chevy Astro Van and a 2000 Ford Explorer.

The State Mail Service records the number of interagency mail pieces they pick up and deliver daily. SMS reports average pickup and delivery of approximately 1,085 pieces of interagency mail each day.

In response to the mail operation survey, the agencies indicate a combined total of 2,863 pieces of daily incoming interagency mail, and 1,317 pieces of daily outgoing interagency mail.

The larger agencies have a range of daily volumes from 40 pieces – 1,000 pieces, while the smaller agencies daily volume ranges from 0 – 5 pieces.

It appears that many agencies may still be using outside messenger services, express couriers or walking the mail themselves to other agencies that are on the SMS distribution route. Because of the possibility of non-compliance of the Private Express Statutes<sup>10</sup>, this issue should be addressed in Phase II by the executive committee for mail consolidation. It should be noted that interagency mail delivered by State Mail Service is in full compliance with the Private Express Statutes because the service provided is operated by full-time state employees who have benefits (as opposed to a fee-based service provided by non-state, part-time employees).

Agencies also indicated that the SMS distribution schedule of next day delivery did not satisfy their same day delivery requirements.

SMS has a distribution system in place to service the COV. The mail consolidation plan will focus on expanding SMS, offer accountability of transit time via use of a tracking system, and also offer same day pickup and delivery services.

### **PERSONNEL ASSIGNED TO MAIL PROCESSING**

The personnel assigned to mail processing at the agencies visited were an unusually high caliber of individuals. Many of them were long-term employees of COV, and were knowledgeable in all aspects of mail and shipping operations. They also were very knowledgeable about their own agency's mail requirements. This is a real asset to the COV because the mail and distribution industry standard for a new employee indicates an individual does not attain full productivity until six months of employment.

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<sup>10</sup> Private Express Statutes are "... laws that ... make it unlawful for any entity other than the U.S. Postal Service to send or carry letters over post routes for compensation unless appropriate postage is paid in an amount equaling what would have been paid had the letters been sent through the Postal Service. (For additional information, please see U.S. Postal Service Pub. 542).

While the Premier Account agencies had personnel dedicated solely to mail, many of the other agency personnel involved in mail processing also had other responsibilities.

## **EQUIPMENT**

An inventory of COV postage meters/mailing systems was compiled from the mail operation and mail cost surveys which were completed by each COV agency.

In addition, the inventory compiled from the results of the surveys (specific to Richmond area COV equipment) was sent to the following equipment sales managers with a request that the vendors review the inventory list to ensure all equipment was captured and provides the mandated replacement year of equipment and approximate replacement cost:

- Andre Randall, Franco-Postalia Regional Sales and Marketing Manager, Eastern Division
- Thomas Leirer, Hasler, Inc. Senior Regional Manager
- Eric Schmude, Pitney Bowes Government Account Manager.

The results provided by these vendors did include some equipment and cost data which differed from equipment and cost data provided by the COV agencies.

The average daily number of outgoing U.S. Postal Service mail requiring processing on postage meter/mailing equipment ranged from as few as 5 pieces of mail to 54,974 pieces of mail.

Of the 78 agencies listed in the postage meter/mailing equipment inventory, only 5 agencies processed more than 5,000 pieces of mail a day.

The 73 agencies with postage meter/mailing equipment processed only an average of 590 pieces of mail per day.

In 1995, the U.S. Postal Service began a phased “Meter Migration” plan to move letterpress postage meters to newer, more secure digital technology. Two of these migration phases have been completed. The U.S. Postal Service published the final plan for the Meter Migration phases III and IV in the Federal Register, February 13, 2002.

As a result, some of the COV postage meters and mailing systems will be “decertified” and require being replaced with new digital technology.

## **VEHICLES**

COV agencies reported that 33 vehicles were being used to pick up and deliver mail in the Richmond, Virginia area.

Total monthly operating costs were reported as \$1,524.00.

In most cases, vehicle usage for mail was less than 50% of the total use.

If the State Mail Service were used more extensively for the pick-up and delivery of U.S. Postal Service mail, the usage and costs of these vehicles could be reduced.

## **CURRENT SPACE & COST**

The agencies reported a total annual cost of \$136,444.20 for the square footage used for mail processing. Many agencies did not report any cost, either because they did not calculate the cost of space or because the space used for mail processing was part of a general purpose (copy, storage, etc.) room or area.

Since space is almost always at a premium, it is unlikely that any significant savings would result from eliminating the space used for mail processing.

## **SPECIAL REQUIREMENTS BASED ON AGENCY MISSIONS AND STATUTORY REQUIREMENT**

Comments provided by representatives of the respective agencies regarding special considerations for consolidation are included in this report at Exhibit 5, at worksheet tab entitled "Special Requirements."

## **FUNDING STREAMS TO SUPPORT MAIL OPERATION**

Comments provided by representatives of the respective agencies regarding funding streams are included in this report at Exhibit 5, at worksheet tab entitled "5L. Funding."

## **REAL ESTATE SERVICES**

Thomas A. Gelogin, acting director of Real Estate Services met with MM for the purpose of:

- Discussing the relationship of consolidation of mail services and consolidation of agency office lease and office space

- Real Estate services would like to lend expertise for selection of location for consolidated mail service operation

## **CONTRACTS**

### **Mailer's Resource Group, Inc.**

The COV currently has a contract with Mailer's Resource Group, Inc. (MRG) for the processing and delivery to the U.S. Postal Service of outgoing first-class mail. The contract was originally effective from September 6, 2002 to June 30, 2003, with three successive one-year options to renew in accordance with the terms noted in the contract.

The contract is overseen by the Department of Treasury. The following agencies are currently having their mail processed by MRG:

- Department of Motor Vehicles
- Department of Taxation
- Alcoholic Beverage Control Commission
- Department of Social Services
- Department of Health Professions

Agencies meter their mail at the discounted first-class rate of \$.292 and MRG charges a \$.0182 processing fee for each piece that gets barcoded. This includes automation-based pieces and upgrade/presort pieces. Therefore, any single-piece, permit mail or meter mail that is upgraded via the postage meter to the full first-class rate will not incur a processing fee.

MRG does not have a pickup or delivery charge.

### **UPS Contract**

The COV has a renewable contract with UPS to provide express and ground shipments at discounted rates. It was last renewed on March 24, 2004 for the year ending on March 31, 2005. It is mandatory for all COV agencies to use UPS. However, several agencies indicated on their mail surveys that they were unaware of this requirement.

**TOTAL COST TO OPERATE CURRENT MAIL OPERATION**

The total operating costs for mail service operations are as follows:

<b>Operating Cost for Mail Service Operations 2004</b>	
Personnel	\$3,809,860.00
Equipment	175,505.00
U.S. Postal Accounts	111,382.32
U.S. P.S. Postage Costs	20,295,120.00
Shipping	1,254,817.50
Couriers	197,360.00
Space	229,005.46
VCU Facilities Management Fee	517,000.00
Vehicles	18,288.00
Uniforms	1,947.00
<b>Total</b>	<b>\$26,610,285.28</b>

## **IV. ASSESSMENT OF CURRENT MAIL OPERATION SAFETY AND SECURITY PROCEDURES**

### **BACKGROUND**

MM selected Threat Research, Inc. of 7600 Admiral Drive, Alexandria, Virginia to conduct the safety and security assessment based on their qualifications and experience. A summary of their qualifications follows.

#### **William F. McCarthy, Ph.D., CPP**

Dr. McCarthy is a partner in the firm of Threat Research, Inc. He served as commanding officer of the NYPD Bomb Squad. He has provided consultation in bomb security threat response procedures to hundreds of at-risk organizations. He is a graduate of the FBI National Academy, the U.S. Hazardous Devices School and holds by examination, certification as a protection professional (CPP) from the American Society for Industrial Security (ASIS) and a doctorate in Criminal Justice.

#### **Robert C. Quigley, CPP**

Mr. Quigley is a partner in the firm of Threat Research, Inc. He is a twenty-eight year Veteran of the FBI who has provided threat analysis and security planning at the 1984 and 1988 Olympic Games, national political conventions and major special events. As Chief of the FBI Bomb Data Center, he represented the U.S. in an international network of bomb experts, chaired an international conference on terrorist explosive devices and administered the Hazardous Devices School, the nation's only bomb squad training facility. He is a member of the International Association of Bomb Technicians and Investigators and the Association of Threat Assessment Professionals.

### **SYNOPSIS**

The security specialists (analysts) visited 10 agencies and the U.S. Postal Service Brook Road Post Office and processing facility on September 23 and 24, 2004.

Treasury, Taxation, and Social Services raised objections to any security procedures which would slow the delivery of mail containing revenue or other funds. They based their objections on legal requirements to deposit funds and make certain payments in short time frames. They would support procedures which improved employee safety without noticeable delay in mail movement. Library officials expressed concern over any security screening techniques which would potentially harm microfilm, burn book pages, or melt plastics.

In most departments visited, if a suspicious letter or package was identified by mailroom personnel, the Capitol Police would be notified. We do not know whether the Capitol

Police maintain statistical records of these responses to a suspect item. They would assess the situation and, if necessary, summon bomb squad or forensic personnel. Based on the information provided during our discussions, the capability or coordination of the assessors could not be evaluated. Regrettably, some departments have the unacceptable procedure of allowing supervisory or management personnel to open suspect items.

## VI. NARRATIVE REPORTS

A narrative report follows for each agency assessed:

### A

#### **ACCOUNTS, DEPARTMENT OF (DOA)**

101 N. 14<sup>th</sup> Street (Monroe Building, 2<sup>nd</sup> Floor), Richmond VA

Contact Person: Steven Lewerenz, Administrative Support Technician, 744-4739

The hours of operation for mail processing are 7:30 a.m. to 4:30 p.m. One hundred customers on two floors receive mail at this agency.

There is one administrative support technician, full-time P-3 position who spends 15 hours a week processing mail. In addition, he delivers payroll on a bi-weekly basis to 14 state agencies throughout the downtown area at an annual cost of approximately \$1,200.00.

The average daily volume of incoming and outgoing mail is:

<b>INCOMING MAIL</b>	
<b>Type</b>	<b>Average Daily Pieces</b>
U.S.P.S. letter and flat mail	150
Accountable mail	1
Interagency mail	25
<b>OUTGOING MAIL</b>	
U.S.P.S. first class letters & flats	75
Interagency mail	1
UPS	10

Incoming U.S.P.S. mail is delivered by Professional Courier Services, Inc. at 7:00 a.m. The annual cost is \$4,216.65. There is one post office box rental with an annual fee of \$350.00.

Incoming accountable mail is not logged in and is delivered immediately upon receipt.

Approximately two pieces of incoming daily mail require using the on-line directory to determine recipient and location.

Interagency mail is picked up and delivered by the State Mail Service between 2:00 p.m. and 3:00 p.m.

Outgoing mail is processed on an Ascom-Hasler mailing machine, model number WJ135. This machine was purchased in 2004 and the monthly maintenance fee is \$45.00. All mail is taken to the loading dock on the "S" Level. The annual postage cost for outgoing U.S.P.S mail is \$16,642.00.

A UPS shipping system and scale are used for processing outgoing shipments. The annual shipping costs for 2003 were \$10,259.38.

The DOA administrative support technician indicated he is aware of mail safety and mail security procedures provided by the Capitol police.

**ADMINISTRATION, SECRETARY OF (SOA)**

**DIVISION OF SUPPORT SERVICES,**  
**GOVERNOR'S OFFICE MAILROOM (PART OF SOA)**

202 N. 9<sup>th</sup> Street, Suite 927A, Richmond, VA

Contact Person: Dennis M. Johnson, Director of Office Services, 225-4919

The hours of operation for the Governor's Office mailroom are 8:30 a.m. to 5:00 p.m. Twenty-one customers at five locations receive mail.

There is one FTE position who processes mail.

The mail processing area occupies 200 square feet.

The average daily volume of incoming and outgoing mail is:

<b>INCOMING MAIL</b>	
<b>Type</b>	<b>Average Daily Pieces</b>
U.S.P.S. first class letters & flats	350
Accountable mail	24
Interagency mail	30
<b>OUTGOING MAIL</b>	
U.S.P.S. first class letters & flats	200
Accountable mail	6
Interagency mail	40

Incoming U.S.P.S. mail is delivered by the U.S.P.S. at 3:00 p.m. and by the State Mail Service at 9:30 a.m. and 2:00 p.m.

Five post office boxes at the Capitol Station Post Office cost \$854.00 per year.

Incoming accountable mail is not logged in.

Interagency mail is picked up and delivered by the State Mail Service at 9:30 a.m. and 2:00 p.m.

Outgoing mail is processed on a Pitney Bowes mailing machine and scale, model number U100. This machine was leased in 2003 for three years at a monthly fee of \$900.00. The annual postage cost for outgoing U.S.P.S mail is \$40,000.00.

The agency has mail safety procedures in place.



**GOVERNOR'S OFFICE MAILROOM**

**AGING, DEPARTMENT FOR THE (VDA)**

1610 Forest Avenue, Suite 100, Richmond, VA 23229

Contact Person: Tim M. Catherman, Deputy Commissioner, Support Services, 662-9309

Twenty-five customers on one floor receive mail at VDA.

One non-mail dedicated employee spends approximately 15 minutes per day processing mail.

The average daily volume of incoming and outgoing mail is:

<b>INCOMING MAIL</b>	
<b>Type</b>	<b>Average Daily Pieces</b>
U.S.P.S. first class letters & flats	20
Accountable mail	1
Interagency mail	3
<b>OUTGOING MAIL</b>	
U.S.P.S. first class letters & flats	22
Accountable mail	<1
Interagency mail	3
UPS ground	8

Incoming U.S.P.S. mail is delivered by the U.S.P.S. at 1:30 p.m.

Interagency mail is picked up and delivered by the State Mail Service between 10:00 a.m. and 10:30 a.m.

The following mailing equipment is in use:

Name	Model	Year of Lease	Lease Expiration	Year of Purchase	Maintenance Fee	Monthly Lease Fee
Mail Machine	M3-3000			1996	\$44.42 monthly	
Postage Meter	Franco-Type Postalia	1990	2004			\$49.00

The annual postage cost for outgoing U.S.P.S mail is \$10,000.00.

UPS handles approximately 776 outbound shipments at an annual cost of \$3,960.00.

The agency has mail safety procedures in place.

Agency is predominately federally funded. Mail is paid for with federal funds.

**AGRICULTURE AND CONSUMER SERVICES, DEPARTMENT OF (VDACS)**

1100 Bank Street, Washington Building, Suite 513, Richmond, VA 23219

Contact Person: Wendell E. Powell, Support Services Supervisor, 786-8738

The hours of operation for mail processing are 7:15 a.m. to 5:00 p.m. Approximately 230 customers on 11 floors at Bank Street (including the Milk Commission) and five customers at DCLS have their mail processed at this agency.

Two FTE positions spend approximately 3.6 hours per day processing mail and one hourly COE (high school) student, a P-14 position, spends a total of 2.4 hours per day processing mail.

The average daily volume of incoming U.S.P.S., Business Reply and Registered/Certified mail is 300 pieces. Approximately 30 pieces of Interagency mail per day are received. Express packages are delivered directly to recipients.

Outbound U.S.P.S., Business Reply and Registered/Certified mail averages 1136 pieces per day. Approximately 12 UPS shipments per day are made and there are seven pieces of outgoing interagency mail.

Annual postage for outbound U.S.P.S. mail is \$203,777.00 and is charged back to 30 departments.

Metropolitan Courier Corporation delivers U.S.P.S. mail from the Capitol Station Post Office and also delivers interagency mail at an annual cost of \$5,922.00.

VDACS has three Post Office boxes, numbers 526, 430 and 1163. The annual fee is \$675.00.

Approximately ten pieces of incoming daily mail require research in a directory to determine recipient and location.

Interagency mail is picked up and delivered by the State Mail Service between 10:00 a.m. and 11:00 a.m.

The following mailing equipment is in use:

Name	Model	Year of Purchase	Lease Expiration	Monthly Lease Fee	Monthly Maintenance Fee
Pitney Bowes Meter	3250	1989	6/24/07	\$161.25	\$95.00
Pitney Bowes mail machine	6100	1994			\$124.92
Pitney Bowes Scale		Unknown			

Printing, labeling and preparation of outgoing mailings are outsourced to Spectrum Press Goodwill Industries.

The mailroom is contained in a room approximately 400 square feet in the basement of the Washington Building. VDACS indicated the annual cost of space for the mail operation was unknown.

The agency has mail safety procedures in place.

VDACS is going to relocate to the Finance Building in 2005. The mailroom and print shop will be combined in an area occupying 417 square feet.

VDACS requested if the mail consolidation happens, the State Mail Service needs to improve the time it takes to get mail from one building to another.

**MILK COMMISSION (SMC) (PART OF VDACS)**

1100 Bank Street, Washington Building, 10<sup>th</sup> Floor, Richmond, VA  
Contact Person: Edward Wilson, 786-2013

All mail is processed by VDACS.

**ALCOHOLIC BEVERAGE CONTROL, DEPARTMENT OF (ABC)**

2901 Hermitage Road, Richmond, VA 23220  
Contact Person: Walter Gerheart, Mailroom Supervisor, 213-4596

The hours of operation for mail processing are 7:30 a.m. to 5:00 p.m. Four hundred customers on three floors receive mail at this agency. In addition, one morning run is made to the Monroe Building, the Pocahontas Building and the 8<sup>th</sup> Street Office Building.

The mailroom occupies 1200 square feet.

There is one mailroom supervisor and two mail service specialists.

The average daily volume of incoming and outgoing mail is:

<b>INCOMING MAIL</b>	
<b>Type</b>	<b>Average Daily Pieces</b>
U.S.P.S. first class letters & flats	715
Accountable mail	38
Interagency mail	13
<b>OUTGOING MAIL</b>	
U.S.P.S. first class letters & flats	450
Interagency mail	12
USPS Express	5

The annual postage cost for outgoing U.S.P.S mail is \$100,000.00. Approximately 35% of outgoing first class qualifies as first class presort and is processed by Mailer's Resource Group, Inc. at a cost of \$.016 per piece, resulting in a savings of \$.045 per piece.

Incoming U.S.P.S. mail is picked up by ABC at 7:30 a.m. and 9:00 a.m. at the Brook Road Post Office and delivered by the U.S.P.S. at noon. There is one post office box rental, a bulk mail permit and a business reply mail permit, at a total cost of \$818.00 per year.

Two vehicles are used, a 2001 Ford and a 1997 Ford, each for an average of 2.4 hours per day.

Incoming accountable mail is logged in manually and is delivered within one hour of receipt.

UPS is the preferred shipping carrier.

Virginia Industries for the Blind prepares some mailings at a charge of \$65 per 1,000.

Approximately 200 pieces per day of incoming mail require research to determine recipient and location.

Interagency mail is picked up and delivered by the State Mail Service at 8:00 a.m. and by ABC Courier at 10:30 a.m.

<b>Equipment Name</b>	<b>Model No.</b>	<b>Year of Purchase</b>	<b>Maintenance Fee</b>
Scale, 100 lb, MDL	610	8/1/93	
Console for mailing		8/1/93	
Letter opener		8/1/00	
Xerox with scanner		10/1/02	\$3968 per year
Mailing machine	Intsys01	2/1/03	
Folding machine	Duplo	1/1/04	
Safe Sisco	1080	12/1/94	
Typewriter	Swintec-s	4/1/97	

Mailroom employees are aware of mail safety and mail security procedures provided by the Capitol police.

ABC is a non-general fund Enterprise agency with a unique mission involving the accountability of funds, licensing and law enforcement. The Department’s Mail Center is directly involved in the receipt of \$80 millions in revenue and the processing of confidential legal and other sensitive information. In addition, as a non-general fund agency, ABC is self-funding, which means its budget cannot be directly transferred to other agencies. DGS reportedly informed ABC that it is not within the Seat of Government and is not likely to be a candidate for consolidation.



**ALCOHOLIC BEVERAGE CONTROL**

**ARTS, VIRGINIA COMMISSION FOR THE (VCA)**

223 Governor Street, 2<sup>nd</sup> Floor, Richmond, VA 23219

Contact Person: Lorraine W. Lacy, 255-3132

Five customers receive mail at this agency. The hours of operation are from 8:30 a.m. to 5:00 p.m. VCA does not have a particular employee assigned to handle mail exclusively.

The U.S.P.S. delivers and picks up mail at 9:30 a.m.

The average daily volume of incoming and outgoing mail is:

INCOMING MAIL	
Type	Average Daily Pieces
U.S.P.S. first class letters & flats	15
Accountable mail	<1
Interagency mail	1
OUTGOING MAIL	
U.S.P.S. first class letters & flats	5
Accountable mail	<1
Interagency mail	<1

Annual postage cost for outgoing U.S.P.S. mail is approximately \$3,000.00.

UPS shipments average 15 annually at a cost of \$1,062.00.

Incoming accountable mail and non-express shipments are logged in manually.

Interagency mail is picked up and delivered by the State Mail Service at 9:00 a.m.

The following mailing equipment is in use:

Name	Model	Year of Lease	Lease Expiration	Monthly Lease Fee
Postage Meter	T1000 B	2004	2007	\$55.00

VIB is used to insert and apply labels.

The agency has no mail safety or security procedures in place.

**ATTORNEY GENERAL AND DEPARTMENT OF LAW (OAG)**

900 E. Main Street, Richmond, VA 23219

Contact Person: Connie J. Newcomb, 786-3796

The hours of operation for processing mail are 8:30 a.m. to 5:00 p.m. Three hundred customers on five floors receive mail at the OAG. The average daily volume of incoming and outgoing mail is:

INCOMING MAIL	
Type	Average Daily Pieces
U.S.P.S. letter mail	3,000
U.S.P.S. flat mail	2,500
Business reply mail	500
Accountable mail	65
Interagency mail	50
OUTGOING MAIL	
U.S.P.S. first class letters & flats	3,000
Interagency mail	60
Registered/Certified	20
U.S.P.S. Express	20
UPS	25
FedEx	20
Airborne/DHL	3

The annual postage cost for outgoing U.S.P.S. mail averages \$42,000.00 annually.

In addition, there are 15 mass mailings a year averaging 5,000 pieces per mailing and 75,000 pieces annually.

There is one office technician, FTE position, who spends 50 percent of his time processing mail.

The annual cost of space for the mail processing operation is \$1,840.00 for approximately 160 square feet at \$11.50 per square foot.

Incoming mail is picked up at the U.S.P.S Capitol Station Post Office at 8:30 a.m. by the office technician. He usually walks since parking is so limited at the post office. The annual caller service fee is \$300.00.

Incoming accountable mail is manually logged and addressees come to the pickup area for their packages.

Interagency mail is delivered and picked up by DGS, VDOT, DMV, DSS and Risk Management once a day between 10:00 and 10:30 a.m.

An employee in Constituent Services opens all mail that cannot be delivered as addressed to determine the recipient and/or location.

Debt collection checks are processed by the appropriate departments.

Outgoing postage is charged back to ten grant positions.

Approximately 1.5 hours a day are needed to pick-up and deliver U.S.P.S. mail. Fleet cars are used.

The following equipment is currently under a three-year lease:

Equipment Name	Model No.	Year of Lease	Lease Expiration Date	Monthly Lease Fee
Pitney Bowes Mail Machine & Scale	DM 900	2004	2007	\$705.88
Pitney Bowes Postage Meter		2004	Rental expires with lease	\$ 64.25

Freedom of Information Act requests, executions related documents, scam reporting, sexual predators information, computer crimes and certain letters to lawyers are extremely time-sensitive and for this reason the agency is generally opposed to consolidation because they are concerned that it would impact on the timeliness of these categories.

The agency is aware of the mail safety procedures from the Capitol Police.

A new Attorney General assumes office every four years and many procedures change as a result.

**AUDITOR OF PUBLIC ACCOUNTS (APA)**

101 N. 14<sup>th</sup> Street, 8<sup>th</sup> Floor, Richmond, VA 23218

Contact Person: Sean Burton, Administrative Materials Specialist, 225-3350, ext 311

There is one administrative assistant part-time P-14 position who spends approximately 25 percent of her time processing mail. Mail is picked up at the post office at 9:00 a.m.

APA is aware of the mail safety procedures and has rubber gloves for mail processing should they be needed.

The average daily volume of incoming and outgoing mail is:

<b>INCOMING MAIL</b>	
<b>Type</b>	<b>Average Daily Pieces</b>
U.S.P.S. letter and flat mail	150
Interagency mail	1-2
<b>OUTGOING MAIL</b>	
U.S.P.S. letters and flats	30
Interagency mail	4

The annual postage cost for outgoing U.S.P.S. mail is \$8,000.00.

APA special requirements include checks that are logged in on a computer and they process special confidential mailings pertaining to financial reports.

APA uses UPS as the preferred shipping carrier.

A Pitney Bowes 6500, model number E565, lease will expire on May 31, 2005. The current monthly lease fee is \$187.32, which includes the maintenance fee. The mailing equipment occupies a 4'x4' table.

**AVIATION, DEPARTMENT OF (DOAV)**

5702 Gulfstream Road, Richmond, VA 23250

Contact Person: Roger Bowling, Director of Finance & Administration Division, 236-3628 Ext. 117

This agency provides mail services to 23 people in the Administration building and seven people in the Hangar. There is one office service specialist P-14 position who spends approximately 30 minutes a day processing mail.

The average daily volume of incoming and outgoing mail is:

<b>INCOMING MAIL</b>	
<b>Type</b>	<b>Average Daily Pieces</b>
U.S.P.S. letter mail	100
U.S.P.S. flat mail	60
Non express shipments	3
Interagency mail	3
Pickup pay checks	65
<b>OUTGOING MAIL</b>	
U.S.P.S. first class letters & flats	100
Interagency mail	3
Registered/Certified	20
UPS	1

Virginia Industries for the Blind provide folding, inserting, addressing and sorting services for large mailings that include two quarterly newsletters of 3,800 pieces. A bulk annual mailing fee of \$150.00 is paid for Permit Number 949 and used for the newsletter mailings. Envoy Messenger Service is used for time sensitive items to and from downtown at a rate of \$16 per delivery/pickup. Approximately 20 requests are made annually.

The agency uses the internet to prepare their UPS shipping labels and they are not aware of negotiated shipping discounts based on a state contract. Outgoing mail is processed on a 7500 –E Mailing Machine with a scale that was purchased in 1996. There is no annual maintenance fee on the equipment. The annual postage cost for outgoing U.S.P.S. mail is \$7,120.00 and annual shipping costs total \$3,871.00.

Incoming U.S.P.S. mail is delivered by the U.S.P.S. between 10:00 a.m. and 5:00 p.m. Interagency mail is delivered and picked up between 8:30 a.m. and 10:00 a.m. All checks received are delivered to the accounting department, except the checks for aircraft license fees and airport fees.

Mail is processed in the copy room that measures approximately 72 square feet. There are no mail safety and mail security procedures in place.

Special mail processing requirements include time-sensitivity of receiving procurement bids.

### **AVIATION MUSEUM**

5701 Huntsman Road, Richmond, VA

Site visit indicated an insignificant volume of mail.

## **B**

### **BAR, VIRGINIA STATE (VSB)**

707 E. Main Street, Suite 1500, Richmond, VA 23219

Contact Person: Diane F. Anderson, 775-0505

VSB is a judicial branch agency with no state funding. They are funded by bar member dues and fees.

The hours of operation for mail processing are 8:30 a.m. to 5:00 p.m. Eighty-five customers on two floors receive mail at this agency.

There is one filled FTE P-3 position.

The average daily volume of incoming and outgoing mail is:

<b>INCOMING MAIL</b>	
<b>Type</b>	<b>Average Daily Pieces</b>
U.S.P.S. first class letters & flats	300
Accountable mail	20
Interagency mail	2
Non Express shipments	3
<b>OUTGOING MAIL</b>	
U.S.P.S. first class letters & flats	743
Interagency mail	1
UPS	3

Incoming U.S.P.S. mail is picked up at the Capitol Station Post Office at 9:00 a.m. VSB has two U.S.P.S. permits for first class presort and standard mail and caller box service and a post office box for attorney mail. They also hold seven post office boxes around the state for investigator mail. Total U.S.P.S. annual account fees are \$1,672.00.

Incoming accountable mail and non-express shipments are logged in manually and delivered within an hour of receipt.

Approximately 25 pieces of incoming daily mail require using the on-line directory to determine recipient and location.

Interagency mail is picked up and delivered by the State Mail Service at 10:00 a.m.

The following mailing equipment is in use:

<b>Name</b>	<b>Model</b>	<b>Year of Purchase</b>	<b>Year of Lease</b>	<b>Lease Expiration</b>	<b>Monthly Lease Fee</b>	<b>Maintenance Fee</b>
Ascom-Hasler Manager	TN 413	2003			\$83.00 (meter)	\$2,376 annual
Ascom-Hasler Opener	400	2001				545 annual
Asom-Hasler Inserter/Folder	Smart Start II		2004	2008	98.00	

The annual postage cost for outgoing U.S.P.S mail is \$220,861.00 of which \$148,336.00 qualifies for presort discounts.

Large mailings of 1,000 to 5,000 pieces are outsourced to the following vendors for bulk mail preparation: ICM, Inc., H & H Mailing Company, Inc. and Commonwealth Mailing Systems. Only postage costs for large mailings are charged back to departments.

UPS is the preferred shipper and handles 902 packages per year at a cost of \$11,275.00. The following outside couriers are used: Apple, BEX, Comet and Metropolitan.

VSB has mail safety procedures in place.

The incoming and outgoing mail processing area occupies 120 square feet and VSB indicated they need more space. The annual cost for the current mail operation space is \$5,060.00.

VSB indicated that membership and MCLE have strict deadlines. They also recommended there be more interagency pickups per day by State Mail Service. VSB acknowledged that State Mail Service has improved over the last two years but needs to provide faster service.



**VIRGINIA STATE BAR**

**BELL TOWER**

Capitol Square Courtyard, Richmond, VA

Contact Person: J. Wooten

Insignificant volume of mail; on-site visit not required.

**BLIND AND VISION IMPAIRED, DEPARTMENT OF (DBVI)**

1535 High Street, Richmond, VA 23220

Contact Person: Richard C. Bohrer, CPIM, 786-2057

**VIRGINIA INDUSTRIES FOR THE BLIND (VIB) (PART OF DBVI)**

1535 High Street, Richmond, VA 23220

Contact Person: Richard C. Bohrer, CPIM, 786-2057

VIB is a manufacturer and services provider employing blind Virginians (Enterprise Division of the Department for the Blind and Vision Impaired.) The DBVI Enterprise Division is composed of two enterprises, both of which are mandatory sources of supply unless exempted by DGS/DPS or DBVI Enterprises Managers.

The survey results are from the perspective of a provider of mail handling services as part of the business of the VIB. The Code of Virginia (section 2.2-1117) is a mandatory source of these services to assist the Department for the Blind in meeting mission

objectives. VIB was established to provide employment opportunities for blind Virginians. It is conveniently located near the Brook Road Post Office and public transportation for employees.

The hours of operation are from 7:30 a.m. to 4:00 p.m. The services provided by VIB include receiving, inkjet printing, hand labeling, presort with CASS software, printing labels, machine and hand inserting, metering, sealing, sorting, bagging, delivery to the post office, kit assembly, hand fulfillment and outbound shipping. VIB is looking to serve more agencies in Richmond with mail processing jobs consisting of 10,000 pieces or less so they can provide more consistency in the workload for salaried employees. VIB also have the capability to assist agencies in mail piece design so that the mail piece can be addressed with an inkjet printer and qualify for U.S.P.S. automation discounts. The turn-around time required to complete mail services requests is three days. On occasion, folding is outsourced to Benjamin Franklin Printing Company.

There is one FTE position and 11 filled full-time industry workers.

The equipment used to perform mail services includes:

Equipment Name	Model No.	Year of Lease	Year of Purchase	Lease Expiration Date	Monthly Lease Fee
PB Mailing Machine	6500		1997		
PB Meter	6500	1999		Open	\$200.00
Bell and Howell Inserter	A775				
Ink Jet Printer	Video jet 4000		1997		
Duplo Folder	D5900		1999		
Accufast Tabber	KT		1997		
Komatsu Forklift	#15		12/2003		
(2) Floor jacks			1996 & 2002		

UPS is the preferred carrier and approximately 9,000 shipments are sent annually totaling \$45,500.00 in shipping costs. These shipping costs are invoiced to the agencies along with the VIB processing fee.

Annual postage costs total approximately \$1,400,000.00 which includes postage used for agency mail. The postage is invoiced to the agency along with the VIB processing fees. Approximately \$1,000,000.00 qualifies for presorted discounts. There is one permit for presort standard A mail with an annual fee of \$150.00.

There is a total of approximately 4,000 square feet including 2,000 square feet for warehouse storage and 2,000 square feet for processing mail.

Incoming U.S.P.S. mail is delivered by the U.S.P.S. between 1:30 p.m. and the end of the day.

Statutory requirements prohibit the mail services operation from being consolidated because the Virginia Industries for the Blind has operated a mail handling service over 11 years under the authority of the Code of Virginia which authorizes the DBVI to establish blind industries for the employment of blind persons and to use earnings to fund itself.

Section 2.2-117 of the Code, sometimes referred to as the State Use Law, provides VIB as a mandatory source for goods and services. VIB operates a mail handling services.

Pictured below are the inkjet printing equipment and mail processing areas.



**VIRGINIA INDUSTRIES FOR THE BLIND**

A 1999 GMC 24 foot truck is used one hour a day to deliver mail to the post office. A one-half ton 1998 GMC pickup truck is used to pick up customer's mail and deliveries to the post office for approximately three hours a day.

**LIBRARY RESOURCE CENTER (PART OF DBVI)**

395 Azalea Avenue, Richmond VA 23227

Contact Person: Barbara McCarthy, 371-3193

There is one Administrative Office Specialist, FTE position, dedicated to mail processing. The Library services 100 customers at the Library and Resource Center and the Headquarters' Building.

Incoming U.S.P.S. mail is delivered by the U.S.P.S. at 11:00 a.m. State Mail Services picks up and delivers approximately 15 pieces of interagency mail at 8:30 a.m. Approximately 105 pieces of incoming U.S.P.S. mail are received daily, 4 pieces of accountable mail and 15 non-express shipments. June and July have higher volumes of incoming mail.

Outgoing mail volumes total 25 first class pieces and 250 bulk/standard mail pieces each day. UPS is the preferred carrier and approximately 15 shipments are sent daily and two U.S.P.S. Express shipments daily. The outgoing annual postage cost for U.S.P.S. mail is \$5,000.00. August and September have higher volumes of outgoing mail.

The Library has mail safety and mail security procedures.

A Pitney Bowes postage mailing machine and scale were purchased. The annual rental fee for the postage meter is \$345.00.

Approximately 240 square feet is being used to process mail.

Of special consideration to consolidation of mail is that they operate a federal library program.

**BOARD OF ACCOUNTANCY (BOA)**

3600 W. Broad Street, Suite #378, Richmond, VA 23230

Contact Person: Jean Grant, 367-8505

This state agency has four people on staff. The average daily incoming U.S.P.S. volume is 14 pieces and the average daily outgoing U.S.P.S. volume is 12 pieces of first class mail with annual postage cost totaling \$4,440.43. The mail is delivered by the U.S.P.S. at 12:30 p.m. Approximately 25 pieces of outgoing U.S.P.S. Express mail are sent daily. Only 55 outgoing UPS shipments are sent annually, totaling \$1,093.56, and they do not use the state contract UPS shipping rate. One piece of interagency mail is sent or delivered each day.

Checks are received every day in the mail for application fees and are locked up overnight and deposited in the bank across the street the next day.

The area used for processing mail occupies 36 square feet.

The agency is aware of mail safety procedures distributed by the Capitol Police.

**BOARD OF BAR EXAMINERS (BBE)**

11 South 12<sup>th</sup> Street, Richmond, VA

Contact Person: Mary Altizer, 786-6822

This agency has five FTE positions. They occupy one suite, approximately 1,600 square feet, on the second floor of the Shockoe Centre in Richmond. A total of 15 pieces of incoming mail is received daily including U.S.P.S. mail, express shipments and one to two pieces of interagency mail. Mail is dropped off in the lobby by the U.S.P.S. at 2:30 p.m. The receptionist opens the mail, date stamps it and distributes it to the recipients. During peak work periods (usually twice a year during bar exam filing deadlines), someone else might assist and help the receptionist.

The outgoing mail averages 10 to 12 pieces a day. There is one large mailing of 14,000 pieces for license renewals. The annual postage cost for the year 2003 totaled \$13,416.00. BBE uses the state preferred carrier, UPS, for shipments.

The Pitney Bowes mailing machine, model number E565 was leased in December 2002 at the monthly rate of \$190.00. The mail meter monthly lease fee is \$50. The expiration of the lease is December 2005. The machine and scale occupy a 4' x 3' table next to the filing cabinets.

BBE is aware of the mail safety procedures and has rubber gloves available for use.

There are statutory requirements for state filing deadlines that could impact on a consolidated mail operation.

**BUSINESS ASSISTANCE, DEPARTMENT OF (DBA)**

707 E. Main Street, Suite 300, 3<sup>rd</sup> Floor, Richmond, VA 23218

Contact Person: Stacy vanLeliveld, Director of Administration, 371-0400

The receptionist processes the mail and spends no more than 30 minutes each day. Incoming U.S.P.S. mail is delivered by Metro Courier at 9:30 a.m. and again at 3:30 p.m. each weekday. The cost for this service is approximately \$220.00 a month. The incoming U.S.P.S. mail volume averages 30 pieces of letter mail, two pieces of Business Reply Mail and one piece of Registered/Certified mail. State Mail Services delivers and picks up mail at 9:30 a.m.

The Outgoing mail includes an average of five pieces of U.S.P.S. mail and one UPS shipment. An Ascom-Hasler Mailing machine and scale, Model Number 3200 was purchased in 2001 and the annual maintenance fee is \$4,000.00 per year. There is an additional \$50.00 per month lease fee for the meter. Postage is charged back to four departments. UPS is the preferred carrier for outgoing shipments.

DBA has a U.S.P.S. post office box with an annual fee of \$225.00.

DBA is aware of mail safety procedures distributed by the Capitol Police.

## C

### **CAPITAL DEFENDER, OFFICE OF THE**

701 E. Franklin Street, 7<sup>th</sup> Floor, Richmond, VA 23219

Contact Person: Andrea Graves, 225-3297

Seven customers on one floor are served by an employee who spends approximately 30 minutes per day processing mail.

The average daily volume of incoming and outgoing mail is:

INCOMING MAIL	
Type	Average Daily Pieces
U.S.P.S. first class letters & flats	5
Accountable mail	<1
OUTGOING MAIL	
U.S.P.S. first class letters & flats	3

Incoming U.S.P.S. mail is delivered by the U.S.P.S. at noon.

Incoming accountable mail is not logged in.

A Pitney Bowes postage meter and scale, model B700, are leased for \$53.75 per month.

The agency has no mail safety or security procedures in place.

### **CAPITOL HOSTESS**

Capitol Building, 2<sup>nd</sup> Floor, Richmond, VA

Contact Person: Jay T. Braxton, 698-1552

Mail handled by House of Delegates mailroom.

### **CAPITOL POLICE, DIVISION OF (DCP)**

200 N 9<sup>th</sup> Street, Richmond, VA

Contact Person: Captain Mary Brisbon, Deputy Chief of Administration, 786-2567

The Capitol Police have three locations: GAB 1<sup>st</sup> Floor, 100 N. 9<sup>th</sup> Street (5<sup>th</sup> Floor in the Supreme Court Building) and 202 North 9<sup>th</sup> Street (basement). There are nine people receiving mail at 202 N. 9<sup>th</sup> Street. The average daily incoming volume is 15 pieces and the average daily outgoing volume is 20 pieces of mail. The mail is delivered by the U.S.P.S. at 10:00 a.m.

There are no personnel assigned to mail processing and no mailing equipment.

**CHARITABLE GAMING COMMISSION (CGC)**

101 N. 14<sup>th</sup> Street, 17<sup>th</sup> Floor (James Monroe Building), Richmond, VA 23219  
Contact Person: Betty B. Bowman, CPM, Assistant Director, 786-3015

Approximately 30 pieces of incoming U.S.P.S. mail are delivered daily by the U.S.P.S. at 12:30 p.m. One piece of interagency mail is delivered and three to four express shipments are received monthly.

The outgoing mail volume is 10 pieces a day and eight to 12 UPS shipments. The total annual postage cost for outgoing U.S.P.S. mail is \$7,350.00 and the annual shipping costs are \$300.00. The outgoing U.S.P.S. mail is processed by the State Mail Service.

There are seven post office box rentals for field staff employees totaling \$831.32 annually.

CGC does not have mail safety procedures in effect. They rely on the fact that State Mail Service scans their mail.

**CHESAPEAKE BAY LOCAL ASSISTANCE DEPARTMENT (CBLAD)**

101 N. 14<sup>th</sup> Street, 17<sup>th</sup> Floor  
Contact Person: Teresa Fogg-Steed, 225-3440

Consolidated with Conservation and Recreation in July 2004.

Incoming U.S.P.S. mail is delivered by the U.S. Postal Service between 2:00 p.m. and 3:00 p.m. Approximately 10 to 15 pieces of mail are received daily and approximately 10 pieces of outgoing mail are processed.

A lease with Pitney Bowes for a 6500 mailing machine with scale expired on September 4, 2004 and because of the possible consolidation, the agency will not renew the lease.

The State Mail Service delivers and picks up between one to four pieces of interagency mail between 1:00 p.m. and 2:00 p.m.

**COMMONWEALTH COMPETITION COUNCIL (PRIVATIZATION) (CCC)**

805 E. Broad Street, 1<sup>st</sup> Floor, Richmond, VA  
Contact Person: Peggy Robertson, 786-3812

All mail is processed by Department of Planning and Budget.

**COMMONWEALTH, SECRETARY OF THE (SOC)**

830 E. Main Street, 14<sup>th</sup> Floor, Richmond, VA 23218

Contact Person: Bernard L. Henderson, Jr., Deputy Secretary of the Commonwealth, 786-2441, ext. 107

The hours of operation for mail processing are 8:00 a.m. to 5:00 p.m. Twenty-four customers on one floor receive mail at this agency.

No one is assigned solely to mail. One person spends approximately two hours per day processing mail.

There are three post office boxes, numbers 2452, 2454 and 1795 at the Capitol Station Post Office. The annual fee is \$378.00.

State Mail Service picks up the SOC incoming U.S.P.S. mail at the Capitol Station Post Office and X-rays and screens the mail before delivering to SOC between 8:30 a.m. and 10:00 a.m. State Mail Service also has a second pick up of interagency mail at 4:00 p.m.

The average daily volume of incoming and outgoing mail is:

<b>INCOMING MAIL</b>	
<b>Type</b>	<b>Average Daily Pieces</b>
U.S.P.S. first class letters & flats	500
Accountable mail	100
Interagency mail	20
<b>OUTGOING MAIL</b>	
U.S.P.S. first class letters & flats	560
Registered/Certified	242
Accountable mail	50
Interagency mail	20

Incoming registered and certified mail is logged in manually.

Approximately two pieces of incoming daily mail require research to determine recipient and location.

Outgoing mail is processed on a Pitney Bowes Paragon mailing machine, model number DW00. This machine was leased in 2003 for three years and the monthly lease fee is \$1,000.00. The annual postage cost for outgoing U.S.P.S mail is \$300,000.00.

FedEx is the preferred shipping carrier at an annual cost of \$2,000.00.

The incoming and outgoing mail processing area occupies approximately 225 square feet. A large volume of outgoing mail is sent certified with a return receipt at approximately \$4.00 per piece.

The agency has mail safety procedures in place.

Statutory requirements are that certified mail must be sent out quickly and SOC indicates that a mail consolidation would not provide the means to locate missing or delayed outgoing mail.

**COMMONWEALTH UNIVERSITY, VIRGINIA (VCU)**

615 N. 10<sup>th</sup> Street, Richmond, VA 23298-0208

Contact Person: Daniel A. Young, Business Manager, 828-2407

This facility is operated by Pitney Bowes Management Services (PBMS) under a contract effective from 3/1/96 to 2/28/06 at a cost of \$517,000.00 per year.

The hours of operation for mail processing are 6:00 a.m. to 6:00 p.m.  
Service is provided to employees and students as follows:

Building Name(s)	No. of Floors	Total No. Customers	No. of Mail Stops or number of drop off and pickup points
162 buildings	339	15,300 employees	Service a total of 82 buildings and 125 floors with 150 mail stops.
		27,000 students	Included in the 82 buildings and 150 mail stops noted above.

The mailroom occupies 3,300 square feet within a parking deck (auxiliary enterprise function). VCU and Virginia Commonwealth University Health System (VCUHS) transfer amounts to Parking and Transportation to fund the debt service, repair and replacement reserve and other costs related to the portion of the space the mail operation occupies in the parking deck.

The relocation of the centralized mail operations center (north parking deck) is pending the outcome of the state mail consolidation initiative.

There are 14 FTE positions and two part-time positions (all PBMS personnel). There are also two auxiliary enterprise positions that provide production mail functions (addressing, insertion, etc.) and are not part of the incoming/outgoing mail delivery operation.

Mail volumes are as follows:

INCOMING	
Type	Average Daily Pieces
U.S.P.S. first class letter mail	8715
U.S.P.S. first class flat mail	5491
Business Reply Mail	262
Registered/Certified	31
Express shipments (U.S.P.S.)	9
U.S.P.S. Standard B parcels	91
Inter/Intra agency	3672
Newspapers	50
Distributions/Auxiliary Services	1756
Facsimile receipts	1

<b>OUTGOING</b>	
<b>Type</b>	<b>Average Daily Pieces</b>
U.S.P.S. first class letter mail	3191
U.S.P.S. first class flat mail	3249
U.S.P.S. Standard	9180
Inter/Intra Agency	3672
Registered/Certified	15
U.S.P.S. Express	1
U.S.P.S. Standard B parcels	157
International Mail (Direct Link)	44

The annual postage cost for outgoing U.S.P.S mail is \$1,277,563. 00. Approximately 53% (\$675,746) of outgoing first class qualifies as first class presort and is processed by Mailer’s Resource Group, Inc.

Incoming U.S.P.S. mail is delivered by the U.S.P.S. at 6:00 a.m., 7:30 a.m., 9:00 a.m. and 12:30 p.m.

Current U.S.P.S. accounts are as follows:

<b>Current U.S.P.S. Accounts</b>	<b>Type</b>	<b>Annual fee</b>
Saunders Station & Brook Road	Caller Service	\$824 each
Saunders Station & Capitol Station	Business Reply	\$475 each
Brook Road	Business Reply Permit Fee	\$150
Brook Road	First Class Presort Fee	\$150
Brook Road	Standard Mail Presort Fee	\$150
<b>Total</b>		<b>\$3,048</b>

Two VCU vehicles are used to pick up and deliver U.S.P.S. and interagency mail for a total of 1.5 hours per day.

Incoming accountable mail is electronically logged in.

The internal performance standards for all functions are as follows:

<b>Function</b>	<b>Performance Standard/Service Level</b>
Interagency/Campus mail	24 hours after receipt
U.S.P.S. Accountable mail	24 hours after receipt
U.S.P.S. Express mail	Same day if received before noon
U.S.P.S. first class mail	24 hours after receipt
U.S.P.S. Standard A (magazines)	3 days after receipt
U.S.P.S. Standard B (parcels)	24 hours after receipt
Facsimiles	Same day if received before noon
Newspapers	Same day (first run)

Approximately 1,423 pieces per day of incoming mail require research to determine recipient and location.

Interagency mail is picked up and delivered by PBMS at 1:00 p.m.

The following mailing equipment is in use and owned or leased by VCU:

Equipment Name	Model No.	Year of Lease	Year of Purchase	Lease Expiration Date	Monthly Lease Fee	Maintenance Fee
Pitney Bowes Paragons (3)	DM1000	2004		2007	\$3032	
Arrival Tracking System			2000			\$3128 annually
Palm Pilots (8)	J580					
Wedge Scanners (3)	J7RW					
Ascent Accounting System			2004			
Printers (4)	1E03					
Scanners (4)	J776					
Scales (4)	JB75					
100 LB scale						
Label Printer						
Buskro Inkjet System	BK600C		2001			\$3380 annually
Neopost Inserter System	S190		2002			\$3855 annually
Accufast Labeler	XL		2003			\$552 annually
Tabber	KT					
Conveyor	3 foot					
Pitney Bowes Ink Jet Printers (2)	W700 W890		1996			\$1143 annually
Pitney Bowes Folder Stacker	FD 40 FD48		2000			\$554 annually
Whitter Barcode Tagger	BT700		2003			\$600 annually

Mailroom employees are aware of mail safety and mail security procedures provided by the Capitol Police.

VCU and VCUHS, an Authority, share the overall costs of mail service operations via an Operating Service Agreement (OSA). The OSA defines service levels, cost sharing methodologies and amounts. VCUHS funds approximately 47.4% of the overall costs.

The full FY 05 operating budget for incoming and outgoing mail operations amounts to approximately \$600,000.00. Of this amount, approximately \$522,000 (87%) is anticipated payment to the contractor. The remainder, approximately \$78,000, supports equipment hardware/software and vehicle maintenance, parking, telecommunications and leased equipment costs. State contract leased equipment, including software, is the largest single component at approximately \$52,000 per year.

VCU remains satisfied with our current privatization approach for mail services. VCU remains open to other approaches that provide more benefits and are less costly to VCU and VCUHS.

VCU must begin preparation soon for an RFP to advise possible bidders for the new contract to begin in March 2006. An early decision on consolidation and any other proposed changes is very important to them.



**VIRGINIA COMMONWEALTH UNIVERSITY**

**COMMUNITY COLLEGE SYSTEM, VIRGINIA (VCCS)**

101 N. 14<sup>th</sup> Street, (Monroe Building), 14th Floor, Richmond, VA 23219

Contact Person: Phyllis Ollie, 819-4944

The hours of operation for mail processing are 8:15 a.m. to 5:00 p.m. Approximately 112 customers on three floors of the Monroe Building floors receive mail at this agency.

One part-time P-3 office services assistant works approximately 3.4 hour a day processing mail and one FTE position also spends approximately 3.4 hours a day processing mail.

The average daily volume of incoming and outgoing mail is:

<b>INCOMING MAIL</b>	
<b>Type</b>	<b>Average Daily Pieces</b>
U.S.P.S. first class letters & flats	200
Accountable mail	5
Non-express shipments	5
Interagency mail	8
<b>OUTGOING MAIL</b>	
U.S.P.S. first class letters & flats	500
Interagency mail	4
UPS	75

Incoming U.S.P.S. mail is delivered by the U.S.P.S. between 11:30 a.m. and 12:45 p.m.

Incoming accountable mail is logged in manually and delivered within five minutes of receipt.

Approximately five to six pieces of incoming daily mail require using the on-line directory to determine recipient and location.

Interagency mail is picked up and delivered by the State Mail Service at 2:00 p.m.

The following mailing equipment is in use:

<b>Name</b>	<b>Model</b>	<b>Year of Lease</b>	<b>Lease Expiration</b>	<b>Monthly Lease Fee</b>
Pitney Bowes Mailing Machine	U570	Not provided	Not provided	\$265.08
Pitney Bowes meter	6500			\$ 90.00

The annual postage cost for outgoing U.S.P.S mail is approximately \$20,000.00.

UPS is the preferred carrier. The number of annual shipments and costs were not available.

Printing and labeling services are provided by Correctional Enterprises.



**VIRGINIA COMMUNITY COLLEGE SYSTEM**

**COMPENSATION BOARD (CB)**

202 N. 9<sup>th</sup> Street, 11<sup>th</sup> Floor, Richmond, VA 23218

Contact Person: Robyn M. Desocio, Budget & Finance Manager, 786-0786

Approximately 20 pieces of incoming U.S.P.S. mail is picked up daily from their post office box by Professional Courier Services, Inc. The courier charge is \$7.50 a day and the annual rental fee for one post office box is \$220.00.

Approximately five pieces of outgoing mail are processed daily on a Pitney Bowes E-565 mailing machine with scale. The machine was purchased and does not have a maintenance contract. The monthly rental fee for the meter machine is \$50.00 per month.

**CONSERVATION AND RECREATION, DEPARTMENT OF (DCR)**

203 Governor Street, Suite 424, Richmond, VA 23219

Contact Person: Steven Rusch, VCO, Procurement Manager, 225-3034

The hours of operation for mail processing are 10:00 a.m. to 5:00 p.m. Two hundred customers in the Zincke, Aluminum and Monroe buildings receive mail at this agency.

The mail processing area occupies 72 square feet of a general-purpose room with an annual cost of space for the mail operation of \$1,100.00.

There is one Mail Clerk (P-14).

The average daily volume of incoming and outgoing mail is:

<b>INCOMING MAIL</b>	
<b>Type</b>	<b>Average Daily Pieces</b>
U.S.P.S. letter and flat mail	250
Accountable mail	<1
Interagency mail	55
<b>OUTGOING MAIL</b>	
U.S.P.S. first class letters & flats	782
Interagency mail	55
UPS	Handled at division level

The annual postage cost for outgoing U.S.P.S mail is \$100,000.00. Costs are charged back to 12 departments.

Incoming U.S.P.S. mail is delivered by the U.S.P.S. to the first floor between 10:00 a.m. and 11:00 a.m.

Shipping vendors deliver directly to addressees.

UPS is the preferred shipping carrier and all divisions process their own shipments. The amount is not tracked centrally.

Virginia Industries for the Blind provides some storage and mailings.

Approximately one piece per day of incoming mail requires research to determine recipient and location.

Interagency mail is picked up and delivered by the State Mail Service between 9:00 a.m. and 10:00 a.m.

The following equipment is in use:

Equipment Name	Model No.	Year of Purchase	Maintenance Fee
Mailing machine	320IAC	2000	\$605
Weighing system	AH30I0	2000	Included above
Accounting package	AH0305	2000	Included above

The mail clerk is aware of mail safety and mail security procedures provided by the Capitol Police.

**CORPORATION COMMISSION, STATE (SCC)**

1300 E. Main Street, (Tyler Building) Richmond, VA 23219

Contact Person: Welton H. Jones, Jr., Comptroller, 371-9017

The hours of operation for mail processing are 7:00 a.m. to 5:00 p.m. Five hundred sixty customers on 11 floors receive mail at the Tyler Building.

There are four filled FTE positions dedicated to processing mail.

The average daily volume of incoming and outgoing mail is:

INCOMING MAIL	
Type	Average Daily Pieces
U.S.P.S. first class letters & flats	2600
Accountable mail	70
Interagency mail	100
OUTGOING MAIL	
U.S.P.S. first class letters & flats	2400
Accountable mail	250
Certified	500

Incoming U.S.P.S. mail is picked up by SCC twice per day at the Capitol Station Post Office at 7:00 a.m. and 9:30 a.m.

Incoming accountable mail is not logged in.

Interagency mail is picked up and delivered by the State Mail Service at 10:00 a.m.

Four post office boxes, caller service and one permit cost a total of \$2,020.00 per year.

The following mailing equipment is in use:

Name	Model	Year of Purchase	Year of Lease	Lease Expiration	Monthly Lease Fee	Maintenance Fee
Pitney Bowes System	DM800		2004	2007	\$770.00	\$1,349.00
Pitney Bowes	6100	1991				
Scale	A530	1989				\$141.00
Omaton Letter Opener	2000	1999				
Letter Opener	1225	1993				

The annual postage costs for outgoing U.S.P.S mail is \$493,000.00 and 37 departments are charged back.

SCC stated that 55% of the outgoing mail qualifies for presort. The agency indicated they can prepare but has no way to deliver to the post office.

UPS is the preferred carrier and handles 2,500 outgoing shipments at an annual cost of \$10,146.00.

VIB assists with mass mailings and the National Computer Print Company provides printing and mailing services for billings and assessments.

The Agency has mail safety procedures in place.

The incoming and outgoing mail processing occupies approximately 60 square feet and the annual cost of space for the mail operation is \$9,600.00.

The SCC is a Court of Record and does have time-sensitive mail going out.



**STATE CORPORATION COMMISSION**

**CORRECTIONAL EDUCATION, DEPARTMENT OF (DCE)**

101 N. 14<sup>th</sup> Street, 7<sup>th</sup> Floor (Monroe Bldg), Richmond, VA 23219

Contact Person: Patrick Wilson, 225-3310

The mail area occupies 88 square feet in a general-purpose area.

One employee dedicates approximately two hours per day to mail processing.

The average daily volume of incoming and outgoing mail is:

INCOMING MAIL	
Type	Average Daily Pieces
U.S.P.S. first class letters & flats	100
Accountable mail	42
Interagency mail	5
OUTGOING MAIL	
U.S.P.S. first class letters & flats	100
UPS	< 1

The annual postage cost for outgoing U.S.P.S mail is \$50,000.00.

U.S.P.S. mail is delivered and picked up by the U.S.P.S.

UPS is the preferred shipping carrier. Approximately 100 shipments per year cost a total of \$1,100.00.

Interagency mail is picked up and delivered by the State Mail Service at various times.

One Pitney Bowes DM500 mailing machine is leased until February 2007 at a cost of \$154.82 per month and the meter rental is \$60.00 per month.

Employees are aware of safety and security procedures from the Capitol Police.



**DEPARTMENT OF CORRECTIONAL EDUCATION**

**CORRECTIONS, CENTRAL ACTIVITIES, DEPARTMENT OF (DOC/CA)**

6900 Atmore Drive, Room 1014, Richmond, VA

Contact Person: Gene Payne, 674-3149 x1009

The hours of operation for mail processing are 8:00 a.m. to 4:30 p.m. About 550 customers on three floors receive mail at this agency.

Incoming U.S.P.S. mail is picked up by DOC at 8:30 a.m. at the Brook Road Post Office and delivered by the U.S.P.S. at 12:30 p.m. Outgoing mail is delivered to the High Oaks Post Office at 3:30 p.m.

The mail processing area occupies 375 square feet at an annual cost of \$950.00.

There are two FTE P-3 positions and one P-14 position.

Interagency mail is picked up and delivered by the State Mail Service at 8:30 a.m.

The average daily volume of incoming and outgoing mail is:

INCOMING MAIL	
Type	Average Daily Pieces
U.S.P.S. first class letters & flats	not provided
Accountable mail	not provided
Interagency mail	not provided
OUTGOING MAIL	
U.S.P.S. first class letters & flats	136
Accountable mail	32
Interagency mail	not provided

The annual postage cost for outgoing U.S.P.S mail is approximately \$83,908.00 of which 72% (\$60,000) qualifies as first class presort mail.

One post office box rental and caller service cost \$950.00 per year.

One vehicle is used two hours per day to pick-up and deliver mail and another vehicle is used four hours per day for delivery and pick-up of interagency mail.

UPS is the preferred shipping carrier and handles 3,020 packages per year at a cost of \$10,110.00.

The following mailing equipment is in use:

Equipment Name	Model No.	Year of Lease	Year of Purchase	Lease Expiration Date	Monthly Lease Fee
Ascom-Hasler postage meter	320	1998		not provided	\$73.00
Ascom-Hasler inserter	3201AS4		1998		
Ascom-Hasler scales	AH 30 lb.		1998		

Approximately 25% of the mail involves court dates and inmate discharge dates and is very time-sensitive.



**CORRECTIONS, CENTRAL ACTIVITY**

**COUNCIL OF HIGHER EDUCATION FOR VIRGINIA, STATE (SCHEV)**

101 N. 14<sup>th</sup> Street, Monroe Building, Richmond, VA 23219

Contact Person: Linda Norris, Agency Operations Manager, 225-2616

Thirty-eight customers on two floors of the Monroe Building receive mail.

No one is assigned solely to mail processing and the agency believes it is understaffed with regard to processing mail.

The mail processing area occupies 88 square feet.

The average daily volume of incoming and outgoing mail is:

<b>INCOMING MAIL</b>	
<b>Type</b>	<b>Average Daily Pieces</b>
U.S.P.S. first class letters & flats	62
Interagency mail	5
<b>OUTGOING MAIL</b>	
U.S.P.S. first class letters & flats	Not provided
Interagency mail	5

Incoming U.S.P.S. mail is delivered by the U.S.P.S. between 11:30 a.m. and noon.

Incoming accountable mail is not logged in and is delivered as needed.

Interagency mail is picked up and delivered by the State Mail Service at 2:00 p.m.

The following mailing equipment is in use:

Name	Model	Year of Lease	Lease Expiration	Year of Purchase	Monthly Lease Fee	Maintenance Fee
Pitney Bowes Mailing Machine	U570	5/30/03	5/30/06		\$301.14	Included in lease fee
Pitney Bowes Folding Machine	FD40			11/2000		
Pitney Bowes Meter	6500	Same as above	Same as above	Same as above	Included in mailing machine lease contract	Included in mailing machine lease contract
Micro General Scale 70#		Not provided	Not provided			
Pitney Bowes Scale 10#		5/30/03	5/30/03		Included in mailing machine lease contract	Included in mailing machine lease contract

The outgoing UPS shipments are brought to DOE for processing.

The agency has mail safety procedures in place.



**STATE COUNCIL OF HIGHER EDUCATION FOR VA**

**CRIME COMMISSION, VIRGINIA (VSCC)**  
 General Assembly Building, 9<sup>th</sup> Floor, Richmond, VA

Site visit indicated insignificant volume of mail.

**CRIMINAL JUSTICE SERVICES, DEPARTMENT OF (DCJS)**

805 E. Broad Street, 10<sup>th</sup> Floor

Contact Person: Laura L. Bishop, CPPB, VCO, Buyer Specialist, 786-2646

Two years ago, DCJS eliminated their mail handling positions and assigned the responsibility to a mailroom assistant temporary position. Four hundred customers on seven floors receive mail at this agency.

Incoming mail is delivered by the U.S.P.S. at 8:15 a.m. and 3:00 p.m. on Monday and at 3:00 p.m. on Tuesday through Friday. There is one post office box with an annual fee of \$130.00.

The average daily volume of incoming and outgoing mail is:

<b>INCOMING MAIL</b>	
<b>Type</b>	<b>Average Daily Pieces</b>
U.S.P.S. letter mail	90
U.S.P.S. flat mail	30
Registered/Certified	1
Accountable mail	8
Interagency mail	12
<b>OUTGOING MAIL</b>	
U.S.P.S. first class letters & flats	900
Interagency mail	20
Registered/Certified	10
UPS	4

Outgoing mail is processed on a Pitney Bowes U-580 that was leased in September 2004 for two years. The monthly mailing machine lease fee is \$300.64. The annual postage cost for outgoing U.S.P.S. mail is \$116,000 and is charged back to 20 departments. A Pitney Bowes DI-350 inserter was leased in July 2004 at a monthly fee of \$268.00. The lease expiration date is June 31, 2007.

There are other pieces of mailing equipment at the Forensic Science Eastern Lab in Norfolk, Northern Lab in Fairfax and Western Lab in Roanoke.

UPS is the preferred carrier for outgoing shipments and the annual shipping cost is \$32,298.00.

There is one mail assistant, filled temporary position for the processing of mail. The mail assistant work hours are from 9:30 a.m. to 3:30 p.m. Approximately 10 pieces of mail per month require being looked up in the on-line directory for a complete or correct address.

The mail processing area occupies 127 square feet.

Interagency mail is picked up and delivered by the State Mail Service between 8:00 a.m. and 9:00 a.m.

DCJS personnel are aware of the mail safety procedures distributed by the Capitol Police.

All mail operations are paid for by pro-rating costs across all agency functions and funding sources.

The Private Security Division may have security issues concerning a consolidation plan that would include DCJS.

**FORENSIC SCIENCE, DIVISION OF (DFS) (PART OF DCJS)**

700 North Fifth Street, Richmond, VA 23219

Contact Person: Donnell Jackson, Material Management Supervisor, 786-6332

The hours of operation for mail processing are from 9:00 a.m. to 3:00 p.m. Approximately 150 customers on three floors, plus the facilities management employees in the basement receive mail at this agency

The mailroom and stockroom are one operation. The FTE (P-3) position spends approximately 15% of his time on mail processing. The P-14 position spends approximately four hours a day on mail processing. This time includes pickup of mail, sorting and distribution (along with stockroom items) within the building. Metering of the outgoing mail is estimated to require one hour of the four (not an additional hour) per day.

The average daily volume of incoming and outgoing mail is:

<b>INCOMING MAIL</b>	
<b>Type</b>	<b>Average Daily Pieces</b>
U.S.P.S. first class letters & flats	300
Accountable mail	40
Blood Vials	30
Interagency mail	20
<b>OUTGOING MAIL</b>	
U.S.P.S. first class letters & flats	150
Interagency mail	30
Registered and Certified	10

Incoming U.S.P.S. mail is delivered by the U.S.P.S. at 3:00 p.m. and outgoing mail is picked up between 4:00 p.m. and 5:00 p.m.

State Mail Service delivers interagency mail at 8:00 a.m.

UPS is the preferred carrier and there are 2,100 annual UPS shipments totaling \$20,000.00.

The following equipment is in use:

Name	Model	Year of Lease	Lease Expiration	Monthly Lease Fee	Maintenance Fee
Pitney Bowes Mail Machine	U570 w N700	2004	4/2007	\$301.14 (includes all equipment)	\$198.36 annually (includes all equipment)
Pitney Bowes Meter	6500	2004	4/2007		

The total annual postage cost for outgoing U.S.P.S. mail is \$27,000.00 and is charged back to one department.

The annual cost of safety shoes for the staff is \$200.00.

Approximately 95-100 square feet of space are used for mail processing at an annual cost of \$18,588.00.

DFS routinely receives and sends blood vials and other biohazard materials. DFS has strict procedural and accreditation requirements for absolute maintenance of chain of custody of evidence.



**DIVISION OF FORENSIC SCIENCE**

## **D**

### **DEAF AND HARD-OF-HEARING, DEPARTMENT FOR THE (VDDHH)**

1602 Rolling Hills Drive (Koger Center), Richmond, VA

Contact Person: Elaine Ziehl, 662-9502

All mail is processed by the Department of Rehabilitative Services (DRS).

**DISABILITIES, VIRGINIA BOARD FOR PEOPLE WITH (VBPD)**

202 N. 9<sup>th</sup> Street, 9<sup>th</sup> Floor, Richmond, VA 23219

Contact Person: Nan Pemberton, Director of Administration, 786-7335

Eleven customers on one floor receive mail.

The U.S.P.S. delivers and picks up mail at 9:00 a.m. and 3:00 p.m.

One individual spends less than an hour per day with mail.

The average daily volume of incoming and outgoing mail is:

<b>INCOMING MAIL</b>	
<b>Type</b>	<b>Average Daily Pieces</b>
U.S.P.S. first class letters & flats	15
Accountable mail	2
Interagency mail	4
Business Reply mail	2
<b>OUTGOING MAIL</b>	
U.S.P.S. first class letters & flats	Volume unknown
Interagency mail	4
Accountable mail	Volume unknown

Incoming accountable mail is not logged in.

Interagency mail is picked up and delivered by the State Mail Service between 9:00 a.m. and 10:00 a.m.

UPS is the preferred shipping carrier.

Two mailing permits cost a total of \$300.00 per year.

The following mailing equipment is in use:

<b>Name</b>	<b>Model</b>	<b>Year of Lease</b>	<b>Lease Expiration</b>	<b>Monthly Lease Fee</b>
Pitney Bowes Mailing Machine	DM300	2004	2007	\$121.00
Pitney Bowes Scale	N500	2004	2007	Included above

The annual postage costs for outgoing U.S.P.S mail is \$15,000.00 but the number of pieces is not known.

The agency has mail safety procedures in place.

The agency is 95% federally funded. All mailing equipment is purchased or leased with federal funds.

## **E**

### **ECONOMIC DEVELOPMENT PARTNERSHIP, VIRGINIA (VEDP)**

901 East Byrd Street, Richmond, VA 232318

Contact Person: Thomas K. Dent, Facilities/Fleet Manager, 371-8178

The Virginia Economic Development Partnership is an independent authority. Assets purchased with funds do not belong to the Commonwealth. They are precluded from being on the state books and are not under control of the State Treasurer.

### **EDUCATION, DEPARTMENT OF (DOE)**

101 North 14<sup>th</sup> Street (Monroe Building), Richmond, VA 23219

Contact Person: Tommie L. Harrell, Postal Supervisor, 786-2834

The hours of operation for mail processing are 8:00 a.m. to 5:00 p.m. and service is provided to 400 customers on seven floors.

Two P-3 positions spend a total of 10 hours each day processing mail. They also provide assistance with warehouse functions, supplies inventory and delivery, surplus property and acceptance and distribution of palletized materials.

A GMC 1992 Safari van is used to make special pickups and deliveries approximately 30 minutes a day.

Incoming U.S.P.S. mail is picked up at the Capitol Station Post Office and delivered daily by Professional Courier, Inc. at 7:30 a.m. and 10:00 a.m. The annual cost for this service is \$4,205.00.

The average daily volume of incoming and outgoing mail is:

<b>INCOMING MAIL</b>	
<b>Type</b>	<b>Average Daily Pieces</b>
U.S.P.S. first class letters & flats	890
Accountable mail	16
Non Express shipments	16
<b>OUTGOING MAIL</b>	
U.S.P.S. first class letters & flats	1440
UPS	75
U.S.P.S. Express	6

Incoming accountable mail is manually entered into a log and delivered within one hour of receipt.

The outgoing mail volumes fluctuate. For example in September, a mailing of 15,000 was sent to schools.

The annual postage cost for outgoing mail is \$242,000.00 of which approximately \$50,000.00 qualifies for presort but is not being sent to a presort bureau. Postage costs for mailings done by VIB are not included in the \$242,000.00.

The Post Office Box 2120 annual rental fee is \$1,350.00. The caller fee is \$824.00 and the postage due account is \$200.00 annually.

UPS is the preferred shipping carrier and the 5,000 annual shipments cost approximately \$25,000.00.

State Mail Service picks up and delivers interagency mail at 2:00 p.m.

DOE indicates they have mail safety procedures and attended meetings outlining procedures.

The incoming mail processing occupies 384 square feet and the outgoing mail processing occupies 256 square feet. This space is part of the agency supply room and must be retained.

The following equipment is in use:

<b>Equipment Name</b>	<b>Model No.</b>	<b>Year of Lease</b>	<b>Year of Purchase</b>	<b>Lease Expiration Date</b>	<b>Monthly Lease Fee</b>
Pitney Bowes	DM1000	2003 (rental)		6-1-06	\$946.44
Pitney Bowes Interlink Meter	1A00	2003		6-1-06	\$ 64.25
Pitney Bowes Paragon	VF60		1991		
Pitney Bowes Meter	EPL4 (E101)	2004		6-30-05	\$ 61.20
Bunn Tape Machine (3)	Touch tape		1990		
Networked PC & Printer (2)	Dell		2002 & 2004		
Stand alone PC & Worldship Software	Provided by UPS				

Special requirements for consideration are the allocations of federal funding and tracking lost mail.



**DEPARTMENT OF EDUCATION**

**ELECTIONS, STATE BOARD OF (SBE)**

200 N. 9<sup>th</sup> Street, Suite 101, Richmond, VA 23219

Contact Person: Barry Browning, 864-8909

The hours of operation for mail processing are 8:00 a.m. to 5:00 p.m. About 30 customers on three floors receive mail at this agency.

Incoming U.S.P.S. mail is picked up by Central Delivery Services at the Capitol Post Office Station at an annual cost of \$2,400.00 per year. The U.S.P.S also delivers mail at 3:00 p.m.

There are a caller box fee, business reply mail permit fee and accounting fee that total approximately \$1,500.00 per year.

The mail processing area occupies 500 square feet at an annual cost of \$6,095.00.

Interagency mail is picked up and delivered by the State Mail Service in the morning. DMV also delivers incoming voter applications daily.

There are two FTE positions whom together spend 0.6 hours a day to mail processing.

The average daily volume of incoming and outgoing mail is:

<b>INCOMING MAIL</b>	
<b>Type</b>	<b>Average Daily Pieces</b>
U.S.P.S. first class letters & flats	18
Business Reply Mail	5000
<b>OUTGOING MAIL</b>	
U.S.P.S. Bulk/Standard mail	18
Accountable mail	20

Incoming mail fluctuates when confirmation mailings are received once a year. The process includes receiving and distribution of approximately 30,000 to 50,000 confirmations to precincts. The majority of incoming Business Reply Mail is typically received during a three-month period.

Checks are logged in but other incoming accountable mail is not.

The annual postage cost for outgoing U.S.P.S mail is approximately \$6,000.00.

UPS is the preferred shipping carrier and handles approximately 10,000 packages per year at a cost of \$50,000.00.

Clemons Courier is used during election throughout the year to deliver and pickup the poll books. They are also used to deliver bulk items to a certain locality. The annual cost for 2004 was \$11,368.75.

SBE ordered a new digital Pitney Bowes mailing machine in mid October of this year.

The agency has mail safety procedures in place.



**STATE BOARD OF ELECTIONS**

**EMERGENCY MANAGEMENT, DEPARTMENT OF (DEM)**

10501 Trade Court, Richmond, VA 23236

Contact Person: Pam Perkins, 897-6500 x6542

The hours of operation for mail processing are 8:00 a.m. to 4:30 p.m. Service is provided to 120 customers.

One FTE is dedicated to the mail operation.

The average daily volume of incoming and outgoing mail is:

<b>INCOMING MAIL</b>	
<b>Type</b>	<b>Average Daily Pieces</b>
U.S.P.S. first class letters & flats	150
Accountable mail	5
Interagency mail	3
<b>OUTGOING MAIL</b>	
U.S.P.S. first class letters & flats	Not provided
Interagency mail	3
UPS	2
FedEx	< 1

The annual postage cost for outgoing U.S.P.S mail is \$15,021.68.

Incoming U.S.P.S. mail is delivered by the U.S.P.S. between 11:30 a.m. and 2:00 p.m. There is one bulk mail permit, which costs \$150.00 per year.

UPS is the preferred shipping carrier and handles 620 shipments per year at a cost of \$7,000.00. FedEx handles 100 shipments at a cost of \$1,000.00.

The annual cost for the mail center space is \$4,910.00.

Interagency mail is picked up and delivered by the State Mail Service at 10:00 a.m.

The following mailing equipment is in use:

<b>Equipment Name</b>	<b>Model No.</b>	<b>Year of Lease</b>	<b>Lease Expiration Date</b>
Pitney Bowes	6500	2002	9/30/04
Pitney Bowes	E575	2004	8/31/05
Pitney Bowes	E565	2004	8/31/05
Pitney Bowes	N600	2004	8/31/05

Lasership provides courier services on demand. Last year's annual costs were \$425.00.

There are no mail safety procedures in place.

Special requirements include that Homeland Security grants are time-sensitive as well as correspondence generated by emergencies.

**EMPLOYMENT COMMISSION, VIRGINIA (VEC)**

703 E. Main Street, Richmond, VA 23219

Contact Person: William Stagg, 371-6183

The hours of operation for the central office mail processing are 7:00 a.m. to 4:45 p.m. Five hundred eighteen customers on four floors receive mail at the central office. There are 957 customers in the local field offices that are also provided mail service.

There are five FTE positions and two P-14 positions.

Incoming U.S.P.S. mail is picked up at the U.S.P.S. Capitol Station and Brook Road Post Offices at 7:00 a.m., 9:00 a.m. and 2:00 p.m. Each quarter VEC has a 6:30 a.m. pickup for three to four weeks.

The State Mail Service picks up and delivers interagency mail at 9:00 a.m.

A courier company, NOVA, is used to transport checks and deposit documentation for the cashier's unit.

VEC expressed security concerns due to tax and benefit repayment checks in their incoming mail.

The average daily volume of mail is:

<b>INCOMING</b>	
<b>Type</b>	<b>Average Daily Pieces</b>
U.S.P.S. letter mail	4,735
U.S.P.S. flat mail	400
Business Reply Mail	Sorted but not counted
Registered/Certified	42
Express Shipments USPS, UPS/FedEx/etc.	11
Non Express Shipments	Sorted but not counted
Inter/Intra agency	10
Pieces of mail in pouch mail bags	10
Newspapers	Not counted
Priority Mail (Pouch) From Local Offices	70
Pieces per pouch packet	10

<b>OUTGOING</b>	
U.S.P.S. 1 <sup>ST</sup> Class Letters/Cards	17,328
U.S.P.S. 1 <sup>st</sup> Class Flats	Not counted
U.S.P.S. Bulk/Standard Mail	10
Inter/Intra Agency	30
Registered/Certified	2
UPS	10
Pouch mail envelopes Priority Mail	46
Pieces of mail in pouch mail bags	10
Inserting	306,237 monthly
Labeling	2,500 monthly
Sorting Automated Mail (Presort)	205,894 monthly
Folding	40,000 monthly
Courier (Capital Hill)	220 monthly

Approximately 20 pieces of mail per day required research in the directory in order to determine the recipient and or location.

Incoming accountable and non-express shipments are logged into a manual log.

The annual postage costs for U.S.P.S. mail is \$3,622,201.00 and does not include postage expense for the 42 local offices. VEC's federal budget appropriates postage, but no actual dollars are received as the costs are paid directly by the USDOL. Postage is charged back to 561 departments.

VEC has the following accounts with the U.S.P.S.:

<b>Current U.S.P.S. Accounts</b>	<b>Type</b>	<b>Annual Fee</b>
PO Box 1358	Agency	\$1,174.00
PO Box 316	UI Returned Checks	38.00
PO Box 1360	Interstate Claims	126.00
PO Box 2249	Benefit Payment Charge	126.00
PO Box 1174	Cashier Non-Monetary	126.00
PO Box 27592	Cashier Lock Box	892.00
PO Box 27483	Cashier Monetary	126.00
PO Box 26441	Cashier Lock Box	68.00
PO Box 26971	Cashier Lock Box	68.00
PO Box 26641	Cashier Lock Box	68.00
PO Box 26642	Cashier Lock Box	68.00
01657	Permit Bulk Presorted	150.00
Presort Fee	Agency	Paid by US Dept. of Labor
12634	BRM SESA Permit	Paid by US Dept. of Labor
12707	BRM Permit EIS	Paid by US Dept. of Labor
99141	BRMAS EIS CES	Paid by US Dept. of Labor
G-12	Permit Employment Security	Paid by US Dept. of Labor
G-738	Permit Labor Statistics	Paid by US Dept. of Labor

The printing and mailing of tax rate packets is outsourced to Miami Systems and the total annual cost of \$355,676.00 is paid directly by the Department of Labor. The mailing of U/I checks is prepared by the Virginia Department of Treasury at an annual cost of \$675,427.00 and is paid directly by the Department of Labor.

A GMC van is dedicated to pick up and deliver U.S.P.S. mail and inter/intra agency mail and is used approximately five hours a day.

VEC is a federally funded agency and all of their equipment was purchased with or leased with federal funds or the equipment was purchased by the federal government and given to VEC. The following equipment is in use:

Equipment Name	Model No.	Year of Lease	Year of Purchase	Lease Expiration Date	Monthly Lease Fee	Maintenance Fee
Inserter	Series 8		1999			\$14,194
Inserter	Series 8		2004			14,750
AccuTrac Mail Acct System			1998			2,118
Sorter B&H	J1500		1992			40,726
Mail Processor	USFJ		1995			4,440
Mailing Machine	U570	2002		12/05	\$262.50	
Postage Meters (3)	6505	2003		10/04	205.66	
Postage Meter	E-105	2003		10/04	94.83	
Software License Sorter	J-1500	2004		3/05	891.00	11,340
Labeler	Accufast		1999			
Folder	FD 40		1998			545

VEC performance standards include the following:

Function	Performance Standards/Service Level
Outbound Mail	Processed same day in time for U.S.P.S. 1:00 p.m. scheduled pick up. Exceptions are large volume mailings with scheduled mailing dates.
Inbound Mail	Processed and delivered within two hours of receipt
Express/Courier	Processed and delivered with the next mail run

The incoming mail operation processing area occupies 272 square feet and the outgoing mail operation processing area occupies 2,340 square feet. Additional warehouse space is required to store envelopes and supplies. No annual cost of space for mail operations was provided because it is a federally owned building.

The annual cost of uniforms for mail operations staff is \$200.00.

VEC does not have mail safety and mail security procedures in place.

VEC operates a number of federal programs. The mailing costs for these programs are paid by the federal government through grants. Federal Regulations require the VEC to identify each cost to the program level requires data by established account numbers, pieces, postage and other related charges by job to track expenses. The agency uses a federally provided automated system to manage the 561 established accounts to track

postage usage to the program level. VEC states it is crucial to maintain these accounts separately and provide for an audit trail.

UPS is the preferred carrier and annual shipments were 2,351 totaling \$20,615.00.

VEC indicated the following special requirements:

- Restrictions on the way VEC equipment can be used
- Restrictions on what can be done with federal funds
- FTE's identified on the survey are not totally dedicated to the mail operation including the supervisor's position
- Need for confidentiality of outbound mail
- Statutory requirements concerning timeliness of outbound mail



**VIRGINIA EMPLOYMENT COMMISSION**

**EMPLOYMENT DISPUTE RESOLUTION, DEPARTMENT OF (EDR)**

One Capitol Square Building, 830 E. Main Street, Suite 400

Contact Person: Deborah J. Henderson, Office Manager, 786-3869

One administrative office specialist, authorized full time equivalent, handles mail processing for the 14 employees of this agency which requires one hour per day. A small work counter is used for the mailing machine and scale and the room is also a general use room.

The U.S.P.S. delivers mail to the building post office box between 1:00 p.m. and 2:00 p.m. each day. An average of eight pieces of incoming U.S.P.S. mail is received each day and one to two pieces per week of registered/certified and express shipments. Incoming checks are delivered to the office manager or locked up in her absence. The State Mail Service picks up and delivers interagency mail between 9:00 a.m. and 10:00 a.m. Incoming mail requiring research to determine the recipient averages one a month.

Outgoing U.S.P.S. mail daily averages 8 pieces, interagency one piece, registered/certified two per week and Airborne shipments five per day. Outgoing mail is processed on a Pitney Bowes E500 mailing machine. The lease is due to expire December 2004 and the current monthly lease fee is \$123.50 and the meter rental is \$50.00 per month. The annual postage costs for outgoing U.S.P.S. mail average \$1,440.00 a year.

EDR is aware of the mail safety procedures distributed by the Capitol Police.

**ENVIRONMENTAL QUALITY, DEPARTMENT OF (DEQ)**

629 E. Main Street, Richmond, VA 23219

Contact Person: Jay M. Gutshall, Business Manager, 698-4402

The hours of operation for mail processing are 8:00 a.m. to 5:00 p.m. Approximately 350 customers on 12 floors receive mail at this agency.

The mail processing area occupies 875 square feet at an annual cost of \$1,490.00.

There are two FTE positions who spend in total 9.4 hours per day processing mail.

The average daily volume of incoming and outgoing mail is:

<b>INCOMING MAIL</b>	
<b>Type</b>	<b>Average Daily Pieces</b>
U.S.P.S. first class letters & flats	100
Business Reply Mail	20
Accountable mail	23
Pouch Mail bags	7
Pieces per pouch	30
Interagency mail	400
<b>OUTGOING MAIL</b>	
<b>Type</b>	<b>Average Daily Pieces</b>
U.S.P.S. first class letters & flats	25
Accountable mail	32
Pouch Mail bags	1
Pieces per pouch	80
Interagency mail	300

Incoming U.S.P.S. mail is delivered by the U.S.P.S. at 10:00 p.m. and delivered to the Brook Road Post Office at 4:00 p.m.

A 1994 GMC Safari van is used for mail pickup and delivery to the U.S.P.S. and agencies. The vehicle is used approximately two and a half hours daily for mail and used by other employees for non-mail related processes. There is no budget established for replacing the vehicle because of the low maintenance cost and low mileage.

Approximately 20 pieces of incoming mail per day require research in an on-line directory in order to determine the recipients' locations.

Two post office boxes, caller service and a bulk mailing permit cost \$1,226.00 per year.

Incoming accountable mail is left at the receptionist's desk and delivered within 30 minutes of receipt. No log is maintained.

Interagency mail is picked up and delivered by the State Mail Service at 10:00 a.m.

Cash internal control includes a process where mail is delivered to a post office box and then delivered to accounting.

Bulk/standard mail is prepared by VIB and averages between 10,000 to 20,000 pieces annually. Costs for the mailings are charged back to each division.

Mailings are also prepared for the Underground Storage Tank department totaling approximately \$4,000.00 a year. DEQ is reimbursed for these mailing costs.

The annual postage cost for outgoing U.S.P.S mail is \$70,000.00 and is charged back to 19 departments.

UPS is the preferred shipping carrier. The package volume was not available but the annual cost is \$25,149.00. UPS provides the shipping machine and there is an annual maintenance fee of \$161.00.

The following mailing equipment is in use:

<b>Equipment Name</b>	<b>Model No.</b>	<b>Year of Purchase</b>	<b>Maintenance Fee</b>
Pitney Bowes Paragon	2000	1993	\$4,582.00
Pitney Bowes Postage Meter			1,099.00
Label printer	6544		161.00
UPS processor			161.00

The agency does not have any mail safety or mail security procedures in place.



**DEPARTMENT OF ENVIRONMENTAL QUALITY**

## **F**

### **FIRE PROGRAMS, DEPARTMENT OF**

Up to December, 31, 2004: 101 N. 14<sup>th</sup> Street, Richmond, VA 23219

After January 1, 2005: 1005 Technology Park Drive, Glen Allen, VA 23059

Contact Person: Drew Wallner, 371-0220

DFP is a small agency with 22 employees. Individuals with P-14 positions process the mail adjunct to their other duties. The mail function is performed within the existing photocopier center.

Approximately 40 pieces of incoming U.S.P.S. mail are received daily, and three express shipments.

There are no mail safety and mail security procedures in place but it is understood the staff would generally report any suspicious or otherwise noteworthy package to management.

Approximately 20 pieces of outgoing mail are processed daily.

Total annual postage is estimated at \$12,000.00 per year.

Approximately 675 UPS shipments are sent annually with an estimated annual cost of \$11,250.00.

The mailing equipment includes a Pitney Bowes mailing machine, Model U570 with a 36-month lease of \$230.08 a month and the meter rental is \$35.00 a month for 36 months. The Glen Allen location has a Pitney Bowes Model E585 Mailing machine under a 36-

month rental at \$149.37 per month and the meter rental at \$38.00 a month. The expiration date has been extended until they move.

## G

### **GAME AND INLAND FISHERIES, DEPARTMENT OF (DGIF)**

4010 W. Broad Street, Richmond VA 23230

Contact Person: Ed Walsh, 367-6184

The hours of operation for mail processing are 8:00 a.m. to 5:00 p.m. Over 200 customers in three buildings receive mail at this agency.

Mail processing occupies 120 square feet within a 500 square feet room.

There is one postal assistant, FTE position, who spends approximately six hours per day processing mail.

The average daily volume of incoming and outgoing mail is:

<b>INCOMING MAIL</b>	
<b>Type</b>	<b>Average Daily Pieces</b>
U.S.P.S. letter and flat mail	Do not track
Accountable mail	Do not track
Interagency mail	Do not track
<b>OUTGOING MAIL</b>	
U.S.P.S. first class letters & flats	275
Interagency mail	50
Registered/Certified	3
UPS	35
FedEx, Airborne	3

The annual postage cost for outgoing U.S.P.S mail is \$89,000.00 and is charged back to 17 departments.

UPS is the preferred shipping carrier. The UPS shipments total 7,500 per year at a cost of \$38,215.00. Approximately 40% of the UPS shipments are associated with the Agency Retail program and the customer is charged back the shipping cost.

Incoming U.S.P.S. mail is picked up by the postal assistant at the West End Post Office on Dabney Road at 8:15 a.m. and 10:30 a.m. There is one post office box rental at \$223.00 per year and caller service costs \$824.00 per year.

One Jeep vehicle is used for an average of one hour per day to pick and delivery U.S.P.S. and interagency mail.

Incoming accountable mail is not logged in and is delivered directly to the addressee by the vendor. The vendor delivers approximately 27 items daily.

Virginia Industries for the Blind prepares some mailings.

Approximately 20 pieces per day of incoming mail require research to determine recipient and location.

Interagency mail is picked up and delivered by the State Mail Service at 10:30 a.m.

<b>Equipment Name</b>	<b>Model No.</b>	<b>Year of Lease</b>	<b>Lease Expiration Date</b>	<b>Monthly Lease Fee</b>	<b>Maintenance Fee</b>
Pitney Bowes	DM800	2004	1/3/07	\$378.75	Included in lease
Pitney Bowes	1A00	2004	1/3/07	\$64.25	

The postal assistant is aware of mail safety and mail security procedures provided by the Capitol Police.

DGIF operates a retail mail order store and receives time sensitive mail containing cash, checks, credit card orders as well as similar mail related to boat titles and registrations. Outbound shipping for the retail store includes many breakable and pilferable items such as watches, knives, black powder pistols, etc.

DGIF has mail security and mail safety procedures in place that include security cameras in the mailroom and surrounding hallways.

**GENERAL SERVICES, DEPARTMENT OF (DGS)**

202 North 9<sup>th</sup> Street, 2<sup>nd</sup> Floor, Directors office, Richmond, VA 23219

Contact Person: Freddie Adcock, Executive Staff Assistant

**CAPITAL OUTLAY MANAGEMENT, BUREAU OF (PART OF DGS)**

805 E. Broad Street, 8<sup>th</sup> Floor, Richmond, VA 23219

Contact Person: William W. Scott, P.E., Director, 786-6292

The incoming U.S.P.S. mail is delivered by the U.S. Postal Service at 2:00 p.m. Approximately 110 pieces of mail are received daily, of which 100 pieces are considered “junk mail” by the bureau. A clerk spends no more than 30 minute per day processing mail. There are no mail safety and mail security procedures in place for processing incoming mail.

Approximately twenty express shipments are received daily and five pieces of outgoing mail are processed.

The cost for outgoing shipments is billed directly to their clients.

**DIVISION OF CONSOLIDATED LABORATORY SERVICES (DCLS)**  
**(PART OF DGS)**

600 N. Fifth Street, Richmond VA 23219  
 Contact Person: Grier Mills, DLM, MT (ASCP), MS  
 Director, Bureau of Customer Services, 648-4480, ext. 154

The hours of operation for mail processing are 7:30 a.m. to 5:00 p.m. Two hundred and fifty customers on four floors receive mail at DCLS. One Postal Assistant, FTE, is dedicated to mail processing. There are four personnel cross-trained as backup personnel.

Incoming mail is picked up by a contract courier, Central Delivery Service, at the Capitol Station Post Office at 7:15 a.m. and 9:15 a.m. Monday through Saturday and outgoing mail is delivered to the Brook Road Post Office between 5:00 p.m. and 6:00 p.m. Monday through Friday. The annual cost is \$11,200.00 for the courier service. The U.S.P.S caller fee is \$824.00 annually. The bonded contract courier driver signs for any certified or return receipt requested mail items at the Capitol Station pickup.

Incoming mail includes laboratory samples being sent to DCLS for analysis and chain-of-custody evidence mail. This mail is time-sensitive and requires special handling including occasional immediate refrigeration upon arrival. Incoming UPS, FedEx and DHL overnight and ground shipments are manually entered into a log for receipt and delivery control at DCLS. Receipt signatures are obtained in this log upon delivery of the item within DCLS.

The average daily volume of incoming and outgoing mail is:

<b>INCOMING MAIL</b>	
<b>Type</b>	<b>Average Daily Pieces</b>
U.S.P.S. letter mail	20
U.S.P.S. flat mail	50
Registered/Certified	4
Express Shipments	1
Pouch mail	1
Interagency mail	10
<b>OUTGOING MAIL</b>	
U.S.P.S. first class letters & flats	651
Interagency mail	8
Registered/Certified	5
UPS	65
FedEx	2
DHL	1

The estimated annual postage costs for outgoing U.S.P.S. mail is \$61,344.00 for 149,615 pieces of mail. The estimated annual outgoing shipping costs are \$97,958.00 for 17,233 shipments.

The quarterly mail-outs of drinking water fee-for-service program invoices and follow-on UPS shipments of drinking water sample collection kits provide an increase of 3,300

pieces of mail in daily outgoing volumes and approximately 4,000 outgoing UPS shipments.

Each U.S.P.S. and UPS item shipped or mailed must be charged to a specific cost code. This is accomplished with the custom-designed DCLS automated mail system. The tracking number for each kit order shipped via UPS must be attached to the DCLS copy of the order. The preferred carrier is UPS, state contract holder currently, for shipments and the state contract rates are loaded into the shipping system.

The outgoing mail must be processed up until 5:00 p.m. each day to ensure that all daily laboratory sample analysis results are mailed out on the same day. Postage is charged back to 45 different cost codes, as mail is processed on the DCLS automated mailing system.

The following equipment is currently in use at DCLS:

Equipment Name	Model No.	Year of Lease	Year of Purchase	Lease Expiration Date	Monthly Lease Fee	Maintenance Fee
FP Mailing Machine	M5000	1998		3/29/05	\$312.50	
Weighing Station	FP30	1998		3/29/05	\$ 20.00	
Postage Meter	M5000	1998		3/29/05	\$ 50.00	
Consumable Supplies		1998		3/29/05	\$ 28.25	
MOS MCM Systems (for UPS and USPS that includes: Computer, software thermal printer and scale			1998			\$1,743.00

This automated mailing system was custom-designed for DCLS by Frank Jones Mailing Equipment Company. The system software provides DCLS the required capability to charge each UPS and USPS shipping/ mailing transaction to a specific DCLS cost code (over 100 cost code combinations). DCLS has an automated account with Francotyp-Postalia for U.S.P.S. postage, which provides the capability to electronically download postage from the account into the DCLS postage meter.

The incoming mail processing area occupies 72 square feet and the outgoing mail processing area occupies 180 square feet. The annual cost of space for mail processing is \$3,893.40.

All suspicious items are processed on the DGS LineScann X-ray machine located in a room off the loading dock. The DCLS Director, Bureau of Customer Services developed procedures for discovery and handling of suspicious mail for DCLS.

There is a safety officer assigned to the Consolidated Lab building who has scheduled and/or provided recurring annual training: Fire extinguishing training, OSHA blood borne pathogen, and workplace specific compliance requirements.

The DCLS Laboratory has special requirements that would prohibit them from having their mail consolidated under the Virginia statute on disposition of evidence; HIPPA confidentiality requirements; DOT, 49 CFR, and IATA hazardous goods transshipment considerations. In addition, the following special requirements and training in handling laboratory samples were identified:

- Shipping process related to sample collection kit management customer order requests
- A trusted agent with background check and meeting security requirements
- Time critical processing
- Meticulous cost coding requirements for budgetary control
- Outgoing mail received up to 5:00 p.m. must be mailed the same day received
- High volume of misaddressed/misdirected mail from Law Enforcement and Medical Examiner material requires being researched for recipient, tracked and delivered to Forensic Science same day received

**ENGINEERING AND BUILDING, DEPARTMENT OF (PART OF DGS)**

805 E. Broad Street, Room 101, Richmond, VA

Contact Person: Betty Hancock, 225-3874

There are three employees in the Department of Engineering and Building. The processing of mail requires five minutes per day. Approximately 20 pieces of incoming mail are delivered by the U.S.P.S. between 2:00 p.m. and 5:00 p.m. Interagency mail is picked up and delivered between 9:00 a.m. and 10:00 a.m. and again between 2:00 p.m. and 3:00 p.m. Approximately 10 to 15 pieces of outgoing mail are picked up by the State Mail Services each day and processed.

The department is aware of mail safety procedures distributed by the Capitol Police.

**FACILITIES MANAGEMENT (PART OF DGS)**

203 Governor Street, Richmond, VA 23219

Contact Person: Bruce Brooks, 786-1821

This agency provides mail services to 40 employees. There is one individual who spends approximately 15 minutes a day processing mail.

The incoming U.S.P.S. mail is delivered by the U.S.P.S. between 9:00 a.m. and 11:00 a.m. The average daily volume of incoming U.S.P.S. mail is 70 pieces of letter and flat mail and 13 express and non-express shipments.

State Mail Service delivers and picks up interagency mail before noon. Approximately 15 pieces are received and 25 pieces sent out daily.

The outgoing U.S.P.S. mail averages 20 pieces each day. A Pitney Bowes 6900 mailing machine and scale are used to process outgoing mail. The monthly lease and maintenance fee is approximately \$60.00 and the annual postage costs are approximately \$1,000.00.

UPS and FedEx are the preferred shipping carriers and the average daily volume is two shipments.

Mail security procedures are posted on a bulletin board for quick reference.

**GENERAL SERVICES FISCAL SERVICES, DEPARTMENT OF (PART OF DGS)**

202 N. 9<sup>th</sup> Street, 2<sup>nd</sup> Floor, #220, Richmond, VA 23219

Contact Person: Bryan Wagner, Controller

All incoming U.S.P.S. mail for Fiscal Services is dropped at Room Number 209 by the U.S.P.S. and State Mail Services. Fiscal Services sorts their department mail into mail bins in Room Number 220. There is no one dedicated to processing mail.

Fiscal Services receives approximately 20 pieces of incoming U.S.P.S. mail and 50 pieces of interagency mail. The outgoing U.S.P.S. mail averages 10 pieces a day and there are an average of four outgoing monthly FedEx shipments a month. The preferred carrier is FedEx with whom they have a negotiated shipping discount.

They have mail safety procedures posted on their bulletin board and have rubber gloves.

**HUMAN RESOURCE DIVISION, DEPARTMENT OF GENERAL SERVICES (PART OF DGS)**

202 N. 9<sup>th</sup> Street, 8<sup>th</sup> Floor, Richmond, VA 23219

Contact Person: Stacy Westfall, 786-7917

The State Mail Service delivers incoming U.S.P.S. mail at 10:00 a.m. and on occasion the U.S.P.S. delivers street addressed mail to the 8th Floor. The mail volume is small including two pieces of letter and flat size mail, two to 50 pieces of business reply mail, one UPS and one non-express shipment weekly and eight pieces of interagency mail daily. The annual fee for the Post Office Box 644 incoming mail is \$150.00.

The outgoing U.S.P.S. mail fluctuates between two to 30 pieces of mail and eight pieces of interagency mail.

The Division is aware of the state issued procedures and has gloves to use in the event of a suspicious piece of mail.

**INFORMATION SYSTEM SERVICES (PART OF DGS)**

805 E. Broad Street, 6<sup>th</sup> Floor

Contact Person: Tyra M. Culp-Gower, 786-6423

This department has 22 employees. An average of five pieces of incoming mail are delivered daily by the U.S.P.S. between 1:00 p.m. and 2:00 p.m. An average of five pieces of outgoing U.S.P.S. mail are sent out on a monthly basis. An employee walks over to the 9<sup>th</sup> Street office building to pick up their interagency mail. The preferred shipping carrier is UPS for the outgoing monthly volume of five shipments.

**FLEET MANAGEMENT (PART OF DGS)**

2400 W. Leigh Street, Richmond, VA

Insignificant volume of mail; on-site visit not required.

**PURCHASE AND SUPPLY DIVISION (PART OF DGS)**

805 E. Broad Street, Richmond, VA 23219

Contact Person: Robert Quinn, Supply Clerk, 786-3522

A supply clerk, P-3 position, spends approximately one hour a day processing mail for 35 employees of this agency.

Incoming U.S.P.S. mail is delivered by the U.S.P.S. at 2:00 p.m. and approximately 75 pieces of mail are received daily. There is a post office box annual rental fee of \$220.00.

Interagency mail is picked up and delivered at 8:00 a.m., 10:00 a.m. and 2:00 p.m. The daily volume is 15 pieces.

UPS is the preferred carrier for shipments. Outgoing mail volumes were not provided.

This agency has mail safety procedures in place.

**REAL PROPERTY MANAGEMENT, BUREAU OF**

805 East Broad Street, Room 102, Richmond, VA 23219

Contact Person: Betty Hancock, Administrative Assistant, 804-225-3874

This bureau provides mail services to 12 employees.

The incoming U.S.P.S. mail is delivered by the U.S. Postal Service between 2:00 p.m. and 5:00 p.m. Approximately 40 to 50 pieces of mail and packages and interagency mail are received daily. The administrative assistant spends approximately 10 minutes a day processing mail.

State Mail Service delivers and picks up interagency mail between 9:00 a.m. and 10:00 a.m. and between 2:00 p.m. and 3:00 p.m.

The outgoing mail averages 13 pieces each day.

UPS is the preferred shipping carrier.

The department is aware of mail safety procedures and has latex gloves to use for processing incoming mail.

**STATE MAIL SERVICE (SMS) (PART OF DGS)**

600 N. Fifth Street, Richmond, VA 23219

Contact Person: Ricky Otey, 648-4480, ext. 111 & 112

The State Mail Service hours of operation are from 7:00 a.m. to 4:30 p.m. There are six FTE positions. The supervisor and five postal inspector P-3 positions includes one vacancy.

The State Mail Service picks up and delivers mail to 120 locations at 61 different buildings and to 102 floors. There are four routes: West End; Southside & East End; Downtown (walking); Downtown (vehicle). Three routes require vehicles and one Downtown route, Southside and East End, requires walking. A thirty-minute variance is built into the schedule due to the fluctuation in volumes, screening requirements, traffic and special requests for pickups and deliveries. The vehicles used for the distribution routes and pickup of incoming U.S.P.S. mail include a: 1992 Chevy Van; 2000 Chevy Astro Van; and a 2000 Ford Explorer.

The a.m. routes begin between 8:30 a.m. and 9:00 a.m. and end at noon. There are 106 mail stops. The p.m. routes begin at 1:30 p.m. and end at 3:00 p.m. and there are 27 mail stops. In addition, there is approximately one special request for pickup and delivery each day. State Mail Service picks up incoming mail for the Governor, Governor Cabinet and Secretary of the Commonwealth at their offices each morning, x-rays and filters the mail and returns it to them no later than the afternoon.

The incoming U.S.P.S. mail is picked up at the Capitol Station Street Post Office at 7:00 a.m. and again before noon. There is limited parking at the post office with only two loading zones and metered parking. There is one permit account used for Surplus and Supplies bulk mailings.

The incoming mail is measured at the State Mail Service Operation using this formula:  $\text{weight} \times 16 \text{ oz.} / 3.5 = \text{number of pieces.}$

An average of four pieces of mail a day require lookup in the on-line directory in order to determine the recipient and/or location.

The incoming mail processing is located on the first floor of 600 N. 5<sup>th</sup> Street.

The processing of outgoing mail is performed on the second floor of 600 N. 5<sup>th</sup> Street in a room shared with the Consolidated Lab mail staff. The State Mail Service mailing machine is pictured below to the left and the mailing machine used for the Consolidated Lab mail is to the right. The low volume of outgoing mail does not warrant mailing machines for both operations. The location of the mailing machine is inconvenient to the State Mail Service mail processing area.



**STATE MAIL SERVICE**

Only 19 agencies/departments have their outgoing mail processed by the State Mail Service. These departments are charged back for their postage. The annual postage costs for outgoing U.S.P.S. mail is approximately \$10,065.28.

The average daily volume of incoming and outgoing mail is:

<b>INCOMING MAIL</b>	
<b>Type</b>	<b>Average Daily Pieces</b>
U.S.P.S. letter and flat mail	570
Interagency mail	1085
<b>OUTGOING</b>	
U.S.P.S. first class letters & flats	65
Interagency mail	1085

All incoming mail from the U.S.P.S. and interagency mail are first X-rayed on the LineScan machine located in a room off of the loading dock. See picture below.



**STATE MAIL SERVICE**

The incoming U.S.P.S. and interagency mail is then screened in a separate room that measures approximately 247 square feet. The screening process includes examining the outside of the mail for anything suspicious and then using the automatic letter cutter/opener that is inside one of the Biological Safety Cabinets. The contents are removed and examined and inserted back into their envelope. For items that cannot be opened on the automatic letter cutter/opener, the exterior is examined for anything suspicious and are opened in the biological safety cabinet by hand.



**STATE MAIL SERVICE**

There is a safety officer assigned to the Consolidated Lab building who has provided training and procedures for mail security and safety that includes training for exposure, use of biological safety cabinets, disposal of suspicious items, fire extinguishing training and OSHA compliance requirements. There are also emergency telephone numbers posted in the screening room.

The following equipment is in use at the State Mail Service operation:

Equipment Name	Model No.	Year of Purchase	Lease Expiration Date	Monthly Lease Fee	Maintenance Fee
LineScan X-Ray Machine	59095 215	5/6/99			\$ 1,000.00
(2) Biological safety cabinets with air filter machine		1999 \$12,000			\$ 300.00
Cutter/Letter opener	38960	10/1/01			\$ 162.00
Bunn Tying Machine		Yes			
Ascom-Hasler Mail Machine	320 Plus	Yes			\$ 683.00
Ascom-Hasler Postage Meter	H16413		June 2005	68.50	
Scale		2004			

The performance standards follow:

Function	Performance Standard/Service Level
Interagency	Next Day
U.S.P.S. Morning	Same Day
U.S.P.S. Afternoon	Next day (except Governor's mail)
Outgoing U.S.P.S.	Same Day
Governor's Mail	Same Day
Secretary of the Commonwealth	Same Day

The annual cost of space for the mail processing operation is \$8,034.00 and uniforms for the state mail services staff totals \$1,547.00.

**VIRGINIA DISTRIBUTION CENTER, DIVISION OF PURCHASES AND SUPPLY (PART OF DGS)**

2400 Riley Ridge Road, Sandston, VA 23150

Contact Person: Andrew W. RePak, CPA, CMA, CFM, Director, 328-3233

The Distribution Center occupies 110,000 square feet on 10 acres and is four miles from the Sandston Post Office. The incoming mail is delivered by the U.S.P.S. between 2:00 p.m. and 3:00 p.m. An employee also goes to the Sandston Post Office to pick up the post office box mail. A 1993 Chevrolet Van is used and it is estimated that approximately one and half hours are used per week at a cost of \$37.50. Approximately 20 pieces of incoming U.S.P.S. mail are received daily, two express shipments and eight pieces of interagency mail. The average daily outgoing mail includes 20 pieces of U.S.P.S. mail, three pieces of interagency mail and 15 UPS shipments. A total of five minutes per day is required to perform processing the incoming and outgoing mail. The annual postage costs for outgoing U.S.P.S. mail is approximately \$3,600.00 and the annual rental fee for post office box 99 is \$150.00.

The employees are aware of the mail safety procedures distributed by the Capitol Police.

A Pitney Bowes B-700 mailing machine was leased in October 2003 and will expire in September 2006. The monthly fee is \$53.75.

Interagency mail is delivered at 10:00 a.m.

## H

### **HEALTH, DEPARTMENT OF (VDH)**

109 Governor Street, Richmond, VA 23219

Contact Person: Andrea C. Niedhammer, Project Manager, 864-7525

The hours of operation for mail processing are 7:30 a.m. to 4:30 p.m. About 796 customers in seven different locations receive mail at this agency.

The mail processing area occupies 843 square feet at an annual cost of \$9,669.00. It is located in the Madison Building near the loading dock for easy delivery and pickup.

There is one FTE postal assistant position, and two temporary mail clerk positions dedicated to mail processing.

The average daily volume of incoming and outgoing mail is:

<b>INCOMING MAIL</b>	
<b>Type</b>	<b>Average Daily Pieces</b>
U.S.P.S. first class letters & flats	1000
Business Reply Mail	50
Accountable mail	200
Interagency mail	20
<b>OUTGOING MAIL</b>	
U.S.P.S. first class letters & flats	1000
U.S.P.S. Bulk/Standard Mail	200
Accountable mail	65
Interagency mail	10
Drop Ship Express	500

Incoming U.S.P.S. mail is picked up by VDH at 7:30 a.m. and 1:00 p.m. at the Capitol Station Post Office. Two or three times a week another pickup is made for certified and registered mail.

Approximately two pieces of incoming mail require research in an on-line directory in order to determine the recipient's location.

VDH has five post office boxes that cost a total of \$675.00 per year.

Two vans, a 1990 Dodge and a 1994 Chevrolet, are used to pick up and deliver U.S.P.S. and interagency mail to/from U.S.P.S. and to seven agency sites. In addition, special deliveries are made upon the request of the Commissioner's Office and Cabinet

Secretary. One vehicle is used between 6 and 7.5 hours per day and the other vehicle serves as a backup and is used between one and four hours a week.

The VDH mail services also provides the following services:

- Delivers supplies from VDH central services to 900 E. Main Street
- Collects cremated remains from the Chief Medical Examiner's Office that need to be mailed to families
- Coordinates with VDH central services regarding deliveries to the Madison building
- On Saturdays, a van picks up incoming mail from the U.S.P.S. and delivers to the Vital Records Section and also picks up outgoing mail and delivers to the U.S.P.S.
- Supports the agency during special events including pick up and delivery of goods, supplies and other special requested items
- Assists other agencies with emergency facility problems, i.e. flooding, moving of furniture and other items
- Monitors loading dock area for security purposes

Incoming accountable mail is logged in manually and delivered within one hour of receipt.

The annual postage cost for outgoing U.S.P.S mail is \$215,456.00 and charged back to 50 to 60 departments. This figure represents postage costs generated from the Madison Building Mail Distribution Center and does not include statewide field offices.

Actual postage costs, UPS shipping costs, mail service and post office box fees are charged back to the operating units cost centers. Cost centers that pays the postage and shipping expenditures are funded from various fund sources. The funds split within the agency are general funds 29%, federal funds 45%, and special funds 26%. The annual special funds total \$92,625.00 and the state general funds total \$34,227.00. Additional annual expenses directly related to the mail services operation that have not been identified in the totals above include a proportionate share of the supervisor's salary/benefits for supervision of the mail operation totaling \$12,800.00.

UPS is the preferred shipping carrier and handles 7,471 packages per year at a cost of \$52,160.00.

Smart Mail, a discounted mail service for mass mailings handles 14,336 pieces a year (estimated) at a cost of \$32,360.00.

Bulk bound printed matter weighing between one and 15 pounds is sent to Drop Ship Express for discounts.

Interagency mail is picked up and delivered by the State Mail Service at 2:00 p.m.

The following mailing equipment is in use:

Equipment Name	Model No.	Year of Lease	Year of Purchase	Lease Expiration Date	Monthly Lease Fee	Maintenance Fee
Pitney Bowes Paragon	U100		1999			\$2058
Pitney Bowes Paragon	U100		1999			\$2058
Pitney Bowes Postage Meter		2004		2005	\$1072	
Pitney Bowes Postage Meter		2004		2005	\$1072	
UPS shipping system			Provided by UPS			

The two Pitney Bowes mailing machines were purchased in 1999 at a total cost of \$68,210.00, which included a one-year maintenance contract and training. These machines are reported to be used six to seven hours a day, five days a week.

Small jobs are given to VIB for printing and inserting.

VDH has mail safety and mail security procedures in place but would like to see improved security processes prior to receiving mail at the agency.

VDH would like improved parking at the post office and would like the U.S.P.S. to deliver their mail.

VDH has delayed replacing vehicles and filling permanent positions pending a decision on consolidation.

**HEALTH CARE, JOINT COMMISSION ON (JCHC)**

900 E. Main Street (Pocahontas Building, 4th Floor) Richmond, VA

Insignificant volume of mail; on-site visit not required.

**HEALTH PROFESSIONS, DEPARTMENT OF (DHP)**

6603 W. Broad Street 5<sup>th</sup> Floor, Richmond, VA 23230

Contact Person: Donna Shropshire, Agency Contracts Manager, 662-9965

DHP is self-funded and operates entirely on funds from licenses and renewals.

Most outgoing mail services for processing are handled through a contract with Virginia Business Systems. A waiver has been obtained for the licenses and renewals to be processed through Mailers Resource Group, Inc. at a presorted rate of \$.30 each.

Internal handling of mail was not included in the survey data because their internal procedures would be followed irrespective of who brings them the mail. The annual cost for the contract that began in 1999 and will expire November 30, 2004 is \$211,928.00.

An RFP has been issued for copy and mail services beginning December 1, 2004. Proposals are due October 1, 2004. This includes paper, equipment and personnel. The Agency Contracts Manager indicated that the service levels and current staffing are “fabulous.”

The mail and copy hours of operation are from 8:00 a.m. to 5:30 p.m. Mail and copy service is provided to 150 customers on two floors.

Incoming mail is delivered by a courier at 8:00 a.m. and State Mail Service delivers and picks up interagency mail at 10:00 a.m. The incoming U.S.P.S. mail volume includes 450 pieces of incoming mail on Tuesday through Friday and 750 pieces of mail on Monday.

Incoming express shipments total 16 per day.

DHP has lock box service for the occasional checks that are received.

The outgoing daily U.S.P.S. mail includes 450 pieces of letter mail and 23 pieces of first class flat mail. There is an average of 100 FedEx shipments each month. The outgoing mail is charged back to 20 departments. The approximate total postage cost is \$132,000 annually. The volume of mailings is being reduced as DHP moves toward posting more quarterly brochures on the web and eliminating bulk mailings.

The following equipment is used for processing mail:

Equipment Name	Model No.	Monthly Lease Fee
Pitney Bowes Mailing Machine and Meter	U-700	Equipment provided by independent contractor

Incoming mail that requires research in order to determine the recipient and/or location is looked up on the on-line directory. Mail is returned to the sender when the recipient cannot be located.

All incoming accountable mail with a tracking number is recorded into a manual log.

Folding, addressing and inserting are outsourced to the VIB.

The following statutory requirements prohibit the mail from DHP to be consolidated:

32.1-127.1:03. Health records privacy

54.1-2400.2. Confidentiality of information obtained during an investigation or disciplinary proceeding

54.1-2517. Powers and duties of the Intervention Program Committee; certain Meeting, decisions to be excepted from the Freedom of Information Act; confidentiality of records; immunity from liability

54.1-2523. Confidentiality of data; disclosure of information; discretionary Authority of Director

There are three U.S.P.S. accounts for bulk mailings and a business reply account for returned mail and a postage due account totaling \$350.00 annually.

It is estimated the annual cost of space for mail processing is \$15,283.00.

**HISTORIC RESOURCES, DEPARTMENT OF (DHR)**

2801 Kensington Avenue, Richmond, VA 23221

Contact Person: Pam Doak, 367-2323, ext. 101

Approximately 40 customers on two floors receive mail at this agency. There are three FTE positions that spend a total of 4.1 hours a day processing mail.

Approximately 50 pieces of incoming U.S.P.S. mail are received daily, 10 shipments and four pieces of interagency mail.

Checks received are processed under state guidelines. There is one permit for bulk mail with an annual fee of \$150.00.

Mail is picked up and delivered to the Stewart Station Post Office on Floyd Avenue.

Outgoing mail averages 1,000 pieces per month and annual postage costs for outgoing mail is approximately \$12,000.00. In addition, there are large quarterly mailings to Board members averaging 7,500 pieces and quarterly newsletters and public mailings of 7,000 pieces per mailing. The VIB assist with these mailings in folding, labeling, sorting and mailing. The postage costs are not included in the processing fee.

A Pitney Bowes DM 500 mailing machine monthly lease is \$219.07 and will expire in the year 2007. The maintenance fee is included in the lease. The Pitney Bowes D1350 inserter was purchased in 2003 and the annual maintenance fee is \$1,083.00 a year.

UPS is the preferred carrier for outgoing shipments and there are approximately 180 shipments annually for a total of \$750.00 shipping costs.

The incoming mail processing area occupies 60 square feet and the outgoing mail processing area occupies 40 square feet.

DHR has received training in mail safety procedures.

Statutory requirements that should be considered when evaluating the consolidation of mail for DHR include the timeliness required in processing incoming mail due to the 15-day and 30-day turnaround requirements.

DHR receives federal funds but postage is paid for with General (01) State Funds.



**DEPARTMENT OF HISTORIC RESOURCES**

**HOUSE OF DELEGATES, VIRGINIA**

General Assembly Building, 1<sup>st</sup> Floor, Richmond, VA 23129

Contact Name: Jay Braxton, Procurement and Logistics Manager, 698-1552

The hours of operation for mail processing are 8:00 a.m. to 5:00 p.m. Monday through Friday. When House is in session, Saturday hours are based on need. About 60 customers in two buildings (General Assembly building and Capitol building) receive mail at this agency. The House of Delegates mail operation processes outgoing mail for the House Members, Speaker's Office, Clerk's Office, House Appropriations Committee and Legislature Information.

The mail processing area occupies 144 square feet for incoming mail and 60 square feet for outgoing mail.

There is one FTE P-3 position and one P-14 positions. When House is in session, a second P-14 position is added.

The average daily volume of incoming and outgoing mail is:

<b>INCOMING MAIL</b>	
<b>Type</b>	<b>Average Daily Pieces</b>
U.S.P.S. first class letters & flats	250
Accountable mail	3
Interagency mail	6
<b>OUTGOING MAIL</b>	
U.S.P.S. first class letters & flats	100
Accountable mail	3
Interagency mail	6

Incoming U.S.P.S. mail is picked up by the agency at 7:00 a.m. and 10:00 a.m. at the Capitol Station Post Office. All incoming mail and packages are scanned in the House Post Office by the post office personnel.

Approximately two to three pieces per day of incoming mail require research in a directory in order to determine the recipient and location.

A post office box, caller service fee and a bulk mail permit total \$1100.00 per year.

A van provided by Fleet Management is used when the Legislature is in session.

Incoming accountable mail is delivered immediately. No log is maintained.

The annual postage cost for outgoing U.S.P.S mail is \$50,000.00 and is charged back to 100 departments. Approximately 5% qualifies for first class presort

UPS is the preferred shipping carrier and handles approximately 150 packages per year at a cost of \$2,500.00.

Interagency mail is picked up and delivered by the State Mail Service at the House Post Office on the first floor of the General Assembly Building.

The following mailing equipment is in use:

<b>Equipment Name</b>	<b>Model No.</b>	<b>Year of Purchase</b>	<b>Maintenance Fee</b>
Pitney Bowes Paragon 2	E100	1999	\$1,099 annually

The agency has mail safety procedures in place.



**VIRGINIA HOUSE OF DELEGATES**

**HOUSE APPROPRIATIONS COMMITTEE**

General Assembly Building, 9<sup>th</sup> Floor, Richmond, VA 23129

Contact Person: Jay T. Braxton, 698-1552

All mail is processed by the House of Delegates mailroom

**HOUSE DELEGATES AND SPEAKER**

Capitol Square, 2<sup>nd</sup> Floor, Richmond VA 23129

Contact Person: Jay T. Braxton, 698-1552

All mail is processed by the House of Delegates mailroom.

**LEGISLATIVE INFORMATION**

State Capitol Building, 1<sup>st</sup> Floor, Richmond, VA 23129

Contact Person: Jay T. Braxton, 698-1552

All mail is processed by the House of Delegates mailroom.

**HOUSE PRESS ROOM**

General Assembly Building, Basement, Richmond, VA 23129

Insignificant volume of mail; on-site visit not required.

**HOUSING AND COMMUNITY DEVELOPMENT, DEPARTMENT OF (DHCD)**

501 N. Second Street, Richmond, VA

Contact Person: Irene E. Brown, 371-7021

Mail processing is performed by one P-14 position for approximately one hour per day. This individual is the receptionist and during the on-site visit could not leave her post to show the analyst the mail processing area and he could not go unless escorted.

Incoming mail is delivered by the U.S.P.S. at 3:30 p.m. DHCD has a U.S.P.S. permit for bulk mail with an annual fee of \$400.00.

The State Mail Service delivers interagency mail in the morning.

The preferred carrier for shipping is UPS and approximately 600 shipments are sent annually totaling \$12,000.00.

<b>INCOMING MAIL</b>	
<b>Type</b>	<b>Average Daily Pieces</b>
U.S.P.S. letter mail	200
Express shipments	5
Interagency mail	Not provided
<b>OUTGOING MAIL</b>	
U.S.P.S. first class letters & flats	200
Interagency mail	Not provided
UPS	2

The following equipment is in use:

Equipment Name	Model No.	Year of Lease	Year of Purchase	Lease Expiration Date	Monthly Lease Fee	Maintenance Fee
Smart Series scale	AH30		1999			\$ 20.00
Postage Meter	3201	1999		6/30/05	\$ 86.50	\$ 37.25

The annual postage costs for outgoing U.S.P.S. mail is \$21,706.00 and charged back to 10 departments.

Folding, inserting and addressing is outsourced to H & H on an as needed basis.

The annual cost of space for mail processing is \$2,250.00.

**HUMAN RESOURCE MANAGEMENT, DEPARTMENT OF (DHRM)**

101 N. 14<sup>th</sup> Street, 12<sup>th</sup> Floor (Monroe Building), Richmond VA 23219

Contact Person: William K. Davis, Program Support Technician, Mailroom, 225-3025

The hours of operation for mail processing are 7:45 a.m. to 4:30 p.m. Approximately 75 customers on four floors receive mail at this agency.

The average daily volume of incoming and outgoing mail is:

INCOMING MAIL	
Type	Average Daily Pieces
U.S.P.S. first class letters & flats	100
Express shipments	3
Non express shipments	2
Interagency mail	8
Pickup pay checks	
OUTGOING MAIL	
U.S.P.S. first class letters & flats	40
Interagency mail	20
UPS	2

The annual postage costs for outgoing U.S.P.S. mail is estimated to be \$6,343.00 and approximately 200 UPS shipments are sent annually, totaling \$703.00. DHL and FedEx are used when the receiver pays the cost.

There is one FTE position and one P-3 position. The P-3 position is filled by a mail center manager who performs other duties in addition to mail services. It is estimated he spends only one quarter of his time on mail services.

The incoming U.S.P.S. mail is delivered by the U.S.P.S. between 11:00 a.m. and 1:00 p.m. and the interagency mail is delivered and picked up between 1:00 p.m. and 2:00 p.m. Approximately 20 pieces of incoming U.S.P.S. mail per day requires being looked up on the on-line directory to determine the location of the recipient.

Pledge materials for the Combined Virginia Campaign are processed by the VIB.

They have mail safety procedures and use rubber gloves if something looks suspicious.

The following equipment is in use:

Equipment Name	Model No.	Year of Lease	Monthly Lease Fee	Maintenance Fee
Ascom-Hasler Mailing Machine	320 Plus	1996		\$1,555.00
Ascom-Hasler Conveyor Stacker		1996	Included in maintenance fee	
Ascom-Hasler Electronic Scale		1966	Included in maintenance fee	
Ascom-Hasler Report Printer	KX-P1150	1996	\$68.00	

The incoming mail services process operation occupies approximately six feet by 26 feet and the outgoing mail processing operation occupies six feet by 10 feet and is estimated to cost \$3,999.00 annually for this space.



**DEPARTMENT OF HUMAN RESOURCE MANAGEMENT**

**ADMINISTRATION OF CLAIMS (PART OF DHRM)**

101 N.14<sup>th</sup> Street, 12<sup>th</sup> Street, (Monroe Building), Richmond, VA  
Contact Person: Sue Keener, Director, 804-786-0362

The Administration of Claims is handled for OWC by a third-party administrator, Management Care Innovations (MCI) who also partners with Frank Gates Service Company. The costs affiliated with all mail generated in the Administration of Claims is covered by MCI as part of the payment made to them as the third-party administrator. This includes personnel, equipment, postage and express mail costs. Those costs do not show as a direct mail expense by CHRM or OWC.

Approximately 500 pieces of outgoing mail are processed daily and during May and June the volume totals 1,700 pieces per day. Total express mail and postage charges in the MCI Pricing Exhibit were \$52,821.72 for the year 2004. This does not include consideration for any staff time spent processing mail. The organization does not have the ability to pre-sort mail with the existing staff of one nor do they have the volume and zip code saturation to make this viable. MCI pays full first class postal rates and does not receive any presort discounts in postage charges or any negotiated discounts for express mail services. The majority of the mail is first class mail involving payments and letters that require first class delivery.

The equipment used for mail processing is:

Equipment Name	Model No.	Year of Lease	Maintenance Fee
Pitney Bowes Mailing Machine	U570	Included in MCI Pricing Exhibit	Included in MCI Pricing Exhibit

There are no vehicles used by MCI although there is a courier service that delivers the mail from the DHRM/OWC Capitol Station post office box. The cost of the post office box is paid directly by DHRM/OWC and is approximately \$200.00 a year. Because hundreds of thousands of Virginia doctors, hospitals, out-of-state medical providers/hospitals and injured workers use the post office box to communicate with the program, the DHRM/OWC will require that mail continue to be delivered to the current Capitol Station post office box regardless of the service provider processing mail.

There are no direct funding streams for DHRM/OWC mail. All expenditures are paid for out of agency premiums.

The Director of DHRM/OWC indicated she would like the opportunity to review the advantages and cost savings if the Administration of Claims outgoing mail were processed as part of the consolidated mail effort.

**HUMAN RESOURCE MANAGEMENT, DEPARTMENT OF WORKERS' COMPENSATION (OWC) (PART OF DHRM)**

The OWC is a part of the Department of Human Resource Management. OWC does not generate very much mail and is a small portion of the DHRM mail expense.

**HUMAN RIGHTS COUNCIL (HRC)**

900 E. Main Street, 4<sup>th</sup> Floor, Richmond, VA 23219

Contact Person: Timothy Wilson, 225-2292

Approximately 50 pieces of mail are delivered daily by the U.S.P.S. at 2:00 p.m. The annual rental fee for the post office box is \$120.00. HRC receives an average of one shipment a day and outgoing shipments average one to two a month. Their estimated annual outgoing FedEx shipping costs are \$300.00. They indicate they use the state contract with FedEx for outgoing shipments. The annual postage for outgoing mail ranges from \$2,200.00 to \$6,000.00.

The equipment used for mail processing is:

Equipment Name	Model No.	Year of Lease	Lease Expiration Date	Monthly Lease Fee	Maintenance Fee
Pitney Bowes Postage by Phone Meter	E500	1997	March 2005	\$123.50	Included in lease fee)
Pitney Bowes Electronic Scale	6K00	January, 2002	March 2005	\$32.25 a quarter	

No employee is dedicated to mail processing.

HRC is aware of the mail safety procedures from the Capitol police and have rubber gloves to use if required.

**I**

**INFORMATION TECHNOLOGIES AGENCY, VIRGINIA (VITA)**

110 S. 7<sup>th</sup> Street, Richmond, VA 23219

Contact Person: Leslie Carter, 343-9010

The hours of operation for mail processing are 8:15 a.m. to 5:00 p.m. Approximately 425 customers in two locations receive mail at this agency.

District Network Express provides four runs per day to and from other state agencies at a cost of \$108,576.00 per year.

The State Mail Service makes one daily pickup and delivery between 9:30 a.m. and 11:00 a.m.

There is one filled P-3 position who spends approximately 0.9 hours per day processing mail and one temporary computer operator technician who spends 1.6 hours a day sorting mail.

The average daily volume of incoming and outgoing mail is:

<b>INCOMING MAIL</b>	
<b>Type</b>	<b>Average Daily Pieces</b>
U.S.P.S. first class letters & flats	450
Accountable mail	18
Interagency mail	20
Non-express shipments	10
<b>OUTGOING MAIL</b>	
U.S.P.S. first class letters & flats	40
Interagency mail	25
FedEx	20

Incoming U.S.P.S. mail is delivered by U.S.P.S. between 11:00 a.m. and 2:00 p.m. The daily incoming mail volumes increase during the end of the month and the outgoing mail volumes increase on the 10<sup>th</sup> and 25<sup>th</sup> of each month.

Incoming accountable mail is logged in manually and is delivered within one hour of receipt. Non-express shipments are also manually logged in.

Approximately six pieces of incoming daily mail require using the on-line directory to determine recipient and location.

The following mailing equipment is in use:

<b>Name</b>	<b>Model</b>	<b>Year of Lease</b>	<b>Lease Expiration</b>	<b>Monthly Lease Fee</b>
Ascom-Hasler Meter	System 320+	2004	2005	\$27.00
Ascom-Hasler Meter	64280	2004	2005	76.00
Ascom-Hasler Rate Structure	AH-10	2004	2005	19.83
Ascom-Hasler Scale	AH-10	2004	2005	19.83

The annual postage costs for outgoing U.S.P.S mail is \$15,600.00.

UPS is the preferred carrier for outgoing shipments. Packages shipped through Airborne and FedEx are usually paid for by the recipient.

The incoming and outgoing mail processing occupies approximately 300 square feet.

VITA has mail safety procedures in place.



**VIRGINIA INFORMATION TECHNOLOGIES AGENCY**

**INFORMATION TECHNOLOGY PLANNING (PART OF VITA)**

411 E. Franklin Street, Ste 500, Richmond, VA

All mail is processed by VITA

**J**

**JOINT LEGISLATIVE AUDIT AND REVIEW COMMISSION (JLARC)**

General Assembly Building, Suite 1100, Capital Square, Richmond, VA

Contact Person: Patricia S. Bishop, Manager, Fiscal & Administrative Services, 819-4563

The U.S.P.S. delivers incoming mail at 2:30 p.m.

There is no one dedicated solely to mail operations. An employee spends approximately 15 minutes a day to open and distribute incoming mail.

The average daily volume of incoming and outgoing mail is:

<b>INCOMING MAIL</b>	
<b>Type</b>	<b>Average Daily Pieces</b>
U.S.P.S. first class letters & flats	28
Accountable mail	<1
Interagency mail	8
<b>OUTGOING MAIL</b>	
U.S.P.S. first class letters & flats	15
Accountable mail	13
Interagency mail	8

Interagency mail is picked up and delivered by the State Mail Service at 10:00 a.m.

The following mailing equipment is in use:

Name	Model	Year of Lease	Lease Expiration	Monthly Lease Fee
Pitney Bowes Scale	N600	12/2002	12/2005	\$190.74
Pitney Bowes Mailing System	E585	12/2002	12/2005	Included above

The annual postage cost for outgoing U.S.P.S mail is \$3,500.00.

FedEx is the preferred carrier. Approximately 160 shipments are sent annually totaling \$1425.00.

The agency has mail safety procedures in place.

JLARC handles a number of confidential records and there are privacy issues associated with the documents and data involved as well as timeliness of delivery.

JLARC has seen improvement from State Mail Service. The expectation at JLARC is next day delivery for interagency mail.

JLARC indicated scanning of mail might be a useful tool for the agency by providing a record of all items delivered. Due to safety concerns, JLAR said it might be better to have the mail handled, scanned and sorted outside of their office.



**JOINT LEGISLATIVE AUDIT AND REVIEW**

**JUDICIAL INQUIRY & REVIEW COMMISSION (JIRC)**

100 N. 9<sup>th</sup> Street, 6<sup>th</sup> Floor (Supreme Court Building), Richmond, VA

Site visit indicated insignificant volume of mail.

**JUVENILE JUSTICE, DEPARTMENT OF (DJJ)**

700 E. Franklin Street, 4<sup>th</sup> Floor, Richmond, VA

Contact Person: Todd Hopkins/Edwin Reaves, 371-0700

The hours of operation for mail processing are 8:00 a.m. to 5:00 p.m.

There is one filled part-time P-14 position (Storeroom Keeper) who spends approximately three hours per day processing mail.

The average daily volume of incoming and outgoing mail is:

<b>INCOMING MAIL</b>	
<b>Type</b>	<b>Average Daily Pieces</b>
U.S.P.S. first class letters & flats	300
Accountable mail	8
Interagency mail	50
<b>OUTGOING MAIL</b>	
U.S.P.S. first class letters & flats	275
Accountable mail	4
Interagency mail	25

Incoming U.S.P.S. mail is picked up by the Storeroom Keeper at 9:30 a.m. and 3:00 p.m. at the Capitol Station Post Office.

The post office box rental fee is \$160.00 per year.

Incoming accountable mail is left at the receptionist's desk and addressees are called. No log is maintained.

The annual postage costs are approximately \$12,000.00 per year.

UPS is the preferred shipping carrier and handles 600 packages per year at a cost of \$12,000.00.

Approximately 10 pieces per day of incoming mail require research to determine recipient and location.

Interagency mail is picked up and delivered by the State Mail Service at 10:30 a.m.

One Ascom-Hasler mailing machine is on a one-year lease expiring in October 2005 at a cost of \$718.00 per year.

The agency does not have any mail safety or mail security procedures in place.

## L

### **LABOR AND INDUSTRY, DEPARTMENT OF (DOLI)**

13 S. 13<sup>th</sup> Street, Powers-Taylor Building, Richmond, VA 23219

Contact Person: Stephen Crump, General Administration Manager, 786-4267

The hours of operation for mail processing are 7:30 a.m. to 4:00 p.m. Approximately 75 customers on four floors receive mail at this agency.

There is no one assigned completely to mail. The mail service position was eliminated two years ago because of budget cuts. One individual spends approximately 20 minutes each day sorting incoming mail.

Customers pick up their mail at a central location.

The mail processing area occupies 80 square feet.

The average daily volume of incoming and outgoing mail is:

<b>INCOMING MAIL</b>	
<b>Type</b>	<b>Average Daily Pieces</b>
U.S.P.S. first class letters & flats	55
Accountable mail	1
Interagency mail	4
<b>OUTGOING MAIL</b>	
U.S.P.S. first class letters & flats	450
Accountable mail	1-2
Interagency mail	5

The annual postage cost for outgoing U.S.P.S mail is \$31,500.00. Twenty-five departments are charged back.

Incoming U.S.P.S. mail is picked up at the Capitol Station Post Office by 911 Courier Service at a cost of \$3,750.00 per year.

UPS is the preferred shipping carrier and handles approximately 500 packages per year at a cost of \$2,500.00.

Interagency mail is picked up and delivered by the State Mail Service at 9:30 a.m.

The following mailing equipment is in use:

<b>Equipment Name</b>	<b>Model No.</b>	<b>Year of Purchase</b>
Ascom-Hasler meter	320	2000
Ascom-Hasler scale	770	2000



**DEPARTMENT OF LABOR AND INDUSTRY**

**LEGISLATIVE AUTOMATED SYSTEMS, DEPARTMENT OF (DLAS)**

General Assembly Building, 6<sup>th</sup> Floor, Richmond, VA

Contact Person: Barbara Timberlake

Incoming U.S.P.S. mail is delivered by the U.S.P.S. at 2:00 p.m.

The average daily volume of incoming and outgoing mail is:

<b>INCOMING MAIL</b>	
<b>Type</b>	<b>Average Daily Pieces</b>
U.S.P.S. first class letters & flats	10
Accountable mail	1
Interagency mail	1
<b>OUTGOING MAIL</b>	
U.S.P.S. first class letters & flats	2
Accountable mail	1

Interagency mail is picked up and delivered by the State Mail Service at 10:00 a.m.

One Pitney Bowes mailing machine, model U570 was purchased in 2001. Postage is charged back to four departments.

The preferred carrier is UPS.

The agency does not have any mail safety or mail security procedures in place.

Special requirements include providing a quick turnaround of mail for Delegates during the Session months of January through March.

**LEGISLATIVE BILLROOM**

General Assembly Building, Basement, Richmond, VA

Mail done by Legislative Automated Services.

**LEGISLATIVE INFORMATION**

State Capitol Building, 1<sup>st</sup> Floor, Richmond, VA

Handled by House of Delegates mailroom.

**LEGISLATIVE SERVICES (DLS)**

General Assembly Building, 2<sup>nd</sup> Floor, Richmond, VA

Contact Person: Carol Harris, 786-3591

Site visit indicated an insignificant volume of mail.

**LIBRARY OF VIRGINIA, THE (LVA)**

800 E. Broad Street, Richmond, VA 23219-8000

Contact Person: B. James Davis, Facilities Director, 692-3528

The hours of operation for mail processing are 8:15 a.m. to 5:00 p.m. Two hundred ten customers on six floors receive mail at the Library and ten more are served at the State Records Center.

Incoming U.S.P.S. mail is delivered by the U.S.P.S. between 11:00 a.m. and noon. Two hampers of mail are received daily at the loading dock and contain eight tubs per hamper. This equates to approximately 1,600 pieces of incoming daily mail, using the average of 100 pieces per tub. In addition a truckload of non-express shipments is received daily.

There are two FTE P-3 positions that spend a total of 8.5 hours processing mail.

Approximately 15 to 20 pieces of incoming daily mail require using the on-line directory to determine recipient and location.

Internal cash control procedures require removing all cash and checks out of envelopes, logging the amounts in manually before turning over to the accounting department.

Interagency mail is picked up and delivered by the State Mail Service at 10:00 a.m.

Incoming accountable mail is not logged in and is delivered within one hour of receipt. Non-express shipments are logged in prior to delivery.

Clemens Courier Service provides one trip per day from the Library to the State Records Center and special on-call runs that average one per month. Mail and internal materials, including collection items are moved back and forth from the Library to the State Record Center at an annual cost of \$4,820.00.

Messenger service to the General Assembly Building, Capitol building and Attorney General's Office is provided on request.

A 1999 GMC van is used approximately 0.5 hours per day to deliver outgoing U.S.P.S. mail to the Brook Road Post Office.

The annual postage costs for outgoing U.S.P.S mail was \$25,554.48 for the last fiscal year. Postage costs are charged back to 39 departments. The average daily volume of outgoing U.S.P.S. mail is 161 pieces.

Outgoing UPS shipments for the year July 1, 2003 through June 30, 2004 included 8,373 shipments totaling \$36,314.44.

The following mailing equipment is in use:

Name	Model	Year of Lease	Lease Expiration	Monthly Lease Fee
Pitney Bowes System	U570 w N700	2003	12-31-2005	\$262.46
Pitney Bowes Meter	6500	2003	12-31-2005	38.68
Pitney Bowes Software	Ascent	2003	12-31-2005	397.60

Performance standards recognize delivering time critical Library materials as required when the General Assembly is in session. All outgoing U.S.P.S. mail is processed the same day, regardless of when it is received.

LVA has special requirements that should be taken into consideration when evaluating a consolidated mail plan:

- High security measures for entrance to the Library floors
- The materials are worth millions of dollars
- Timeliness of deliveries and pickups
- Non -Library staff performing mail runs
- Securing mail that includes cash and checks
- Microfilm and rare books and maps that could be damaged by a security screening process

The Facilities Director designed, built and installed a HEPA air filtration system with an ultra violet light. All mail is opened by a staff member wearing nitrile gloves on a designated table under the air filtration system and ultra violet light. Showers and clothes are available in the case of an emergency.

The mailroom occupies 1,344 square feet and the loading dock occupies 2,220 square feet. Annual costs were not provided since the space is integral with other library operations.



**THE LIBRARY OF VIRGINIA**

**LIEUTENANT GOVERNOR'S OFFICE (LTGOV)**

900 E. Main Street, 14<sup>th</sup> Floor (Pocahontas Building), Richmond, VA

Mail handled by Governor's mailroom.

**LOCAL GOVERNMENT, COMMISSION ON (CLG)**

501 N. 2<sup>nd</sup> Street (Jackson Center Building), Richmond, VA

Insignificant volume of mail; on-site visit not required.

**LOTTERY DEPARTMENT, STATE (SLD)**

900 E. Main Street, Lobby (Pocahontas Building), Richmond VA 23219

Contact Person: Donna VanCleave, 692-7630

The hours of operation for mail processing are 7:00 a.m. to 5:00 p.m. Seventy-five customers on twelve floors at the Pocahontas Building and twenty customers on one floor at the Brookfield Data Center have their mail processed at this agency.

There are three P-3 positions dedicated to processing mail.

The average daily volume of mail is:

<b>INCOMING</b>	
<b>Type</b>	<b>Average Daily Pieces</b>
U.S.P.S. letter mail	350
U.S.P.S. flat mail	25
Business Reply Mail	1
Registered/Certified	15
Express Shipments	2
Inter/Intra agency	15
Copy paper	
Office supplies	
<b>OUTGOING</b>	
U.S.P.S. 1 <sup>ST</sup> Class Letters/Cards	300
U.S.P.S. 1 <sup>ST</sup> Class Flats	25
Inter/Intra Agency	45
Registered/Certified	0
FedEx	1
UPS	1

Two or three times each year, the Lottery receives mail volume for second-chance drawings. Each drawing results in about 100,000 pieces of mail over a two or three month timeframe.

Incoming mail is picked at the Brook Road Post Office at 7:00 a.m. and 10:00 a.m. The incoming mail includes claims for winning Lottery ticket prizes. Security provisions are in place, including surveillance cameras, controlled access, etc.

Interagency mail is delivered by the State Mail Service and other agencies throughout the day.

A mass mailing of items to Lottery subscribers is processed twice weekly with an average of 1,200 pieces weekly. Annual tax verifications and tax documents are mailed to approximately 7,000 addresses in December and February.

An average of five pieces of incoming daily mail require using the on-line directory to determine recipient and location.

Incoming accountable mail is recorded in a manual log before delivery.

Current U.S.P.S. accounts are as follows:

<b>Current U.S.P.S. Accounts</b>	<b>Type</b>	<b>Annual Fee</b>
“Will Call” window at Main St. Post Office	“Will call” service	\$824
P.O. Box 1254	Lottery Claims for winning tickets	\$350
P.O. Box 1758	General Delivery	\$126
P.O. Box 1815	Contests/Promotions	\$126

The internal performance standards for all functions are as follows:

Function	Performance Standard/Service Level
USPS Incoming/Outgoing	All incoming mail delivered same day; all USPS mail picked up from various locations is all delivered to the USPS the same day
Special Deliveries / Accountable Mail	Delivered within 1 hour of receipt
Special Courier Services between office locations	As requested for emergency deliveries

The following mailing equipment is in use:

Equipment Name	Model No.	Year of Lease	Year of Purchase	Lease Expiration Date	Monthly Lease Fee
Ascom 320 Plus Mail Base	320I		2001		
Ascom Sorter	337		2001		
Electronic Scale	AH-3010		2001		
Electronic Postage Meter	64280	2004		2005	\$72/mo

The annual postage cost for outgoing U.S.P.S. mail is \$100,000.00.

There are six statewide regional Lottery offices. Each location has a postage meter. The headquarters mailroom supervisor develops and coordinates mail processing procedures with the regions.

One vehicle is used, a 1995 Ford Explorer, for an average of three hours per day. It is used for the delivery and pick-up of U.S.P.S. and interagency mail and the transport of agency records to storage and destruction sites as needed.

UPS is the preferred shipper and handles 1,000 packages per year at a cost of \$6,000.00. There are 25 FedEx packages at an annual cost of \$300.00.

The mail services operation occupies 180 square feet and the annual cost of space is \$2,000.00.

They have mail security procedures in place and have provided written documentation from U.S. Postal Inspection and ATF to employees to help identify suspicious packages.

Although there is no statutory prohibition, Lottery mail includes claims from players for winning tickets. Tickets are bearer instruments and are subject to theft. Internal security procedures are in place to mitigate the risks of theft, including camera surveillance, restricted access, photo identification, etc.

## M

### **MEDICAL ASSISTANCE SERVICES, DEPARTMENT OF (DMAS)**

600 E. Broad Street, Richmond, VA 23219

Contact Person: Bruce. R. Miller, Purchasing and Storeroom Supervisor, 786-6114

The hours of operation for mail processing are 8:15 a.m. to 5:00 p.m. Approximately 800 customers on seven floors receive mail at this agency.

The mail processing area occupies 157 square feet. Fifty percent of the agency is federally funded for equipment such as computers, software, etc.

There is one mail office services specialist FTE position, and one office assistant part-time temporary position (P-14) dedicated to mail processing.

The average daily volume of incoming and outgoing mail is:

<b>INCOMING MAIL</b>	
<b>Type</b>	<b>Average Daily Pieces</b>
U.S.P.S. first class letters & flats	1500
Accountable mail	37
Business Reply mail	70
Interagency mail	200
<b>OUTGOING MAIL</b>	
U.S.P.S. first class letters & flats	1950
Interagency mail	200
Registered/Certified	75
UPS	75

The annual postage cost for outgoing U.S.P.S mail is \$80,000.00. Incoming U.S.P.S. mail is picked up by DMAS at 7:15 a.m. and 11:15 a.m. at the Capitol Station Post Office. There are three post office box rentals and a business reply mail permit, totaling \$1,045.00 per year.

A 1998 Chevrolet Cavalier fleet car is driven approximately four hours per day for deliveries and pickups to the Post Office twice a day at 7:15 am. and 11:15 a.m., to the Secretary of Health Office, Department of Social Services and Attorney General's Office.

Incoming accountable mail is not logged in. Addressees are notified by e-mail to pick up packages.

Incoming checks are logged in prior to distribution.

Approximately six pieces of incoming mail require research on the on-line directory in order to determine the recipient.

UPS is the preferred shipping carrier and handles approximately 5,200 packages per year at a cost of \$80,000.00.

Interagency mail is picked up and delivered by the State Mail Service at 11:00 a.m.

The following equipment is in use:

Equipment Name	Model No.	Year of Purchase	Monthly Lease Fee	Maintenance Fee
Pitney Bowes	DM 1000	7/2004	\$84.25	\$ 87.00
Dell	PC	Owned by VITA		

Mailroom employees are aware of mail safety and mail security procedures provided by the Capitol Police and have gloves and a plastic tub to secure suspicious packages.

HIPPA regulations regarding the security of medical records may prohibit consolidation.



**DEPARTMENT OF MEDICAL ASSISTANCE SERVICE**

**MENTAL HEALTH, MENTAL RETARDATION AND SUBSTANCE ABUSE SERVICES, DEPARTMENT OF (DMHMRSAS)**

1220 Bank Street (Jefferson Building)

Contact Person: Tommy Vest, Storekeeper Foreman, 786-4875

The hours of operation for mail processing are from 7:30 a.m. to 4:15 p.m. There is one Administrative and Program Specialist II, full-time P-3 position who spends 1.4 hours each day processing mail. The agency provides mail service to 200 customers on 13 floors of the Jefferson Building.

Incoming U.S.P.S. mail is picked up at the Capitol Station Post Office at 7:30 a.m.

The average daily volume of incoming and outgoing mail is:

<b>INCOMING MAIL</b>	
<b>Type</b>	<b>Average Daily Pieces</b>
U.S.P.S. letter mail	275
U.S.P.S. flat mail	25
Business Reply Mail	13
Registered/Certified	2
Express Shipments	2
Interagency mail	35
Pickup pay checks	
<b>OUTGOING MAIL</b>	
U.S.P.S. first class letters	350
U.S.P.S. first class flats	200
Interagency mail	45
Registered/Certified	5
UPS	25

Approximately 27 pieces of daily incoming mail require research in the hardcopy directory to determine recipient location. If the location of the recipient of standard class mail cannot be determined, the mail piece is discarded.

Incoming accountable mail is recorded in a manual log and UPS is the preferred carrier for outgoing shipments. The annual postage cost for outgoing U.S.P.S. mail is \$60,000.00. The annual shipping costs with UPS total \$10,500.00 for 5,200 shipments.

A contract with Richmond Express from January 2004 to December 2004 to provide courier service in the Richmond area has an annual cost of \$2,400.00.

The following equipment is currently in use:

<b>Equipment Name</b>	<b>Model No.</b>	<b>Year of Lease</b>	<b>Lease Expiration Date</b>	<b>Monthly Lease Fee</b>
Pitney Bowes Mailing Machine and Scale	U570	2004	2007	\$301.14
Pitney Bowes AccuTrak		2004	2007	\$169.14

DMHMRSAS has a Business Reply and Accounting Fee account with an annual fee of \$625.00 and two post office boxes and caller fee that total \$935.00 annually.

Performance standards include that all incoming overnight/express mail is delivered immediately upon receipt and incoming U.S.P.S. mail is delivered within two of hours of receipt.

The outgoing mail services processing operation occupies 32 feet by 30 feet and the incoming mail processing operation occupies six feet by 28 and one-half feet.



**DEPARTMENT OF MENTAL HEALTH SERVICES**

The HIPPA statutory requirement prohibits the mail service operation from being consolidated.

Mail Safety procedures are posted.

**MINES, MINERALS AND ENERGY, DEPARTMENT OF (DMME)**

202 North Ninth Street, 8<sup>th</sup> Floor, Richmond, VA 23219

Contact Person: Evie Christopher, Administrative Staff Assistant, 692-3202

The U.S.P.S. delivers incoming mail to the receptionist's desk between 3:00 p.m. and 3:30 p.m. Approximately 28 pieces of letter and flat mail are received daily and one incoming express shipment.

State Mail Service delivers and picks up mail between 9:00 a.m. and 9:30 a.m. and the average daily volume is nine pieces of mail. There are 16 employees of this agency and the receptionist processes the mail.

Outgoing U.S.P.S. mail averages 11 pieces a day and is processed on a Pitney Bowes E565 with a scale that was purchased in 2003 with part of the cost of equipment paid by federal grant (CFR). The annual maintenance fee is \$566.00 a year and the monthly rental fee for the meter is \$54.24. The total annual postage costs for outgoing U.S.P.S. mail averages \$2,500.00 annually. DMME likes the flexibility in sending outgoing mail U.S.P.S. mail and overnight shipments after business hours. DMME charges back mail to cost centers on an allocated basis. UPS is the preferred carrier for outgoing shipments and DMME averages 12 shipments a year for a total annual cost of \$175.00.

The mail equipment is located in a multi-purpose room.

DMME receives federal grant funds, a portion of which is used for some mailing costs. Postage and shipping is one item of many included in the federal grants. The grants do

not solely cover mail services. The main federal grant providing funds for mailing material is received annually.

DMME special requirements include the statutory and regulatory requirements for processing bids.

DMME follows the mail safety and security procedures but do not view themselves as at high risk.

**MINORITY BUSINESS ENTERPRISE, DEPARTMENT OF (DMBE)**

200-202 N. 9<sup>th</sup> Street, 11<sup>th</sup> Floor, Richmond, VA 23219

Contact Person: Willie W. Miles, Jr., Manager, Service Division, 786-5560

The hours of operation for mail processing are 8:00 a.m. to 5:00 p.m. Fourteen customers on one floor receive mail at this agency.

Incoming U.S.P.S. mail is delivered by the U.S.P.S. at 1:00 p.m.

One employee spends 30 minutes per day processing mail.

The average daily volume of incoming mail is 15 pieces and the average daily volume of outgoing mail is 100 pieces.

Interagency mail is picked up and delivered by the State Mail Service in the morning and afternoon.

The following mailing equipment is in use:

Equipment Name	Model No.	Year of Lease	Year of Purchase	Lease Expiration Date	Monthly Lease Fee
Ascom-Hasler mailing machine	27816		1996		
Postage Meter		2004		2007	\$40.00

The agency does not have any mail safety or mail security procedures in place.

**MOTOR VEHICLES, DEPARTMENT OF (DMV)**

2300 W. Broad Street, Richmond, VA 23220

Contact Person: Curtis S. Chisholm, Assistant Controller, 367-9701

The hours of operation for mail processing are 7:00 a.m. to 5:00 p.m. There are 18 FTE positions, one contractual position and one FTE vacant position.

Incoming U.S.P.S. mail is picked up by the DMV at 7:30 a.m. and 10:00 a.m. at the Brook Road Post Office and delivered by the U.S.P.S. at 12:30 p.m. There are 12 post office box rentals with caller service, a mail permit and a business reply mail permit, totaling \$10,450.00 per year.

A 1995 Chevrolet van is used eight hours a day. to pick up and deliver mail to the U.S.P.S. and to the Motor Vehicle Dealer Board, Supreme Court, Secretary of Transportation, VDOT, James Monroe Building, and Attorney General Office.

Incoming express shipments are electronically logged in and delivered within two hours of receipt. Non- express shipments are manually logged in.

Approximately 25 pieces per day of incoming mail require research in order to determine the recipient's name and/or location. A directory and the Human Resource Office are used to assist in locating the recipient.

The following is a schedule of the delivery and pickup of interagency mail to the DMV:

Delivered/Picked Up by SMS	If not done by SMS, indicate name of courier	Time	Picked Up	Delivered
DGS		10:00 a.m.-10:30 a.m.	X	X
	Richmond Police	8:30 a.m.		X
	Ashland Auto	10:30 a.m.-11:00 a.m.		X
	VITA Courier	7:00 a.m. and 2:00 p.m.	X	X
	Department of Taxation	10:00 a.m. and 1:00 p.m.	X	

DMV provides mail service to the following customers:

Building Name(s)	# of Floors	Total No. Customers serviced
DMV Headquarters	8	836
Dealer Board	1	20
Supreme Court	1	1
DMV Customer Service Centers		73
Motor Carrier Service Centers		26
DMV License Agents		35
DMV Online Dealers		1,022
VDOT	1	1
James Monroe BLDG	2	2
Attorney General Office	1	1
9 <sup>TH</sup> Street Office BLDG	2	2
Bank of America	1	1
SunTrust	1	1
Wachovia	1	1

The average daily volumes of incoming and outgoing mail are:

<b>INCOMING MAIL</b>	
<b>Type</b>	<b>Average Daily Pieces</b>
U.S.P.S. letter mail from mail cart/bulk count/RED machine/perforator/License Plates and Correspondence Desk	2,800
Business Reply Mail (IM)	350
Special Class/Certified/Express/Overnight	210
Undelivered Correspondence	1,215
Undelivered Certified	260
Return Receipts	550
Inter/Intra agency/IBO Pouch bag	153
Courier Run	12
Pass Through Mail/Renewals	9,500
Facsimile receipts	1
Inter/Intra agency	not recorded
Pouch mail bags	6
<b>OUTGOING MAIL</b>	
U.S.P.S. 1 <sup>ST</sup> Class Letters/Cards	54,974
U.S.P.S. 1 <sup>ST</sup> Class Packages	353
U.S.P.S. 1 <sup>ST</sup> Class Plates	38
Inter/Intra Agency	not recorded
Registered/Certified	630
U.S.P.S Presort Mail	2,646
Address Change	1,655
FedEx	22
UPS	78
U.S.P.S. Express	2
Airborne/ DHL	17
Pouch mail bags	7
Inserting	41,274
Manual Inserting	720
Self mailer (includes certified self mailers)	2,000
Juvenile license-no envelope	265

The cash internal control for incoming mail includes the following: Money is kept in a locked cabinet until 2:30 p.m. A daily form is completed with the sender's name, amount of money received and reason for the request. A total of each transaction is indicated on the form and signed by the work leader and/or manager. The money and paperwork is then delivered to the cashier's office for their signature. A copy of the paperwork and money is turned over to the cashier.

The annual postage cost for outgoing U.S.P.S mail is approximately \$4,613,760.48. Approximately 78% (\$3,594,476.26) of outgoing first class mail qualifies as first class presort and is processed by Mailer's Resource Group, Inc..

UPS is the preferred carrier for outgoing shipments. The annual number of shipments totaled 21,325 for an annual cost of \$86,733.21. A large number of UPS shipments are processed by the warehouse operations and vault consignment areas. These volumes have not been included in the survey.

Variations in average daily volumes are impacted by the following mailings:

- Each month, approximately 1,000 Fleet Renewals are hand inserted, labels are applied to envelope, and postage is applied
- Mailings of approximately 470,000 monthly vehicle and driver renewal notices on specific dates that have unique inserts
- Quarterly mailings of specific renewals with unique inserts
- Overnight production is sorted each morning. A portion is automatically mailed without being reviewed by the work centers. Multiple page documents are manually inserted by the work centers
- Department of Taxation daily work is inserted at DMV, sorted, counted and processed according to dates. Some Taxation letters are separated and returned to Taxation and not mailed
- Annual special mailing in June of approximately 29,000 pieces for the Department of Taxation
- Quarterly Motor Vehicle Dealer Board mailing
- Titles are sorted daily for duplicate addresses and mailed accordingly
- Driver licenses are inserted and checked before mailing, licenses must be mailed within five days of when they were renewed. Juvenile licenses must be processed by Thursday for delivery to the Courts
- Registration cards are tipped with decals before being inserted. Envelopes are counted, verified and rechecked before mailing with the same day due date

The internal performance standards for all functions are as follows:

<b>Function</b>	<b>Performance Standard/Service Level</b>
Outgoing Vehicle Renewals	By predetermined schedule mailed monthly
Outgoing Driver Renewal	By predetermined schedule mailed weekly
Outgoing Driver Licenses	5 day turnaround from when renewed
Outgoing Vehicle Registrations	5 day turnaround from when renewed
Incoming Driver and Vehicle Renewals	Picked up from USPS to meet internal work schedules
Daily Mail	Same day
Department of Taxation	Same day, next day and 3 <sup>rd</sup> day
Voter Registration Letters	Same day
Juvenile Driver Licenses	Weekly (Thursday)
Disabled Parking Letters	Monthly
Suspension Notices	Daily
Title Documents	Daily
Insurance Monitoring Letters	Daily
Social Security Administration Letters	Monthly
1 <sup>st</sup> U.S.P.S. Mail Run 7:30 AM Incoming Mail	Delivery pass through incoming mail immediately after being processed through X-ray equipment. All other mail at this time is sorted and opened, for delivery same day.
2 <sup>ND</sup> U.S.P.S. Mail Run 10:00 AM Incoming Mail	Delivery pass through incoming mail immediately after processing through X-ray equipment. All other mail at this time is sorted and opened, for delivery same day.
Special Class Mail (Overnight/Certified)	Received, X-ray, and recorded same day
DMV Courier	Delivered and picked up same day
State Board of Elections	All Voter Registration Applications must be delivered/mailed daily to State Board of Elections. <sup>11</sup>

<sup>11</sup> Thirty to 60 days prior to yearly elections, all work is processed on a daily basis.

Commonwealth of Virginia/Assessment of Current Mail Operations

The following mailing equipment is in use:

Equipment Name	Model No.	Year of Lease	Year of Purchase	Lease Expiration Date	Monthly Lease Fee	Maintenance Fee	Equipment is not in use (idle)
Pitney Bowes 9 series Inserter	R6000		1995			\$23,342.00 annual	
Postage meter	6500			12/31/04	\$89.85		
Bell & Howell Inserter	8560C		1982			\$9,599.74 annual	
Postage meter	6500			11/30/04	\$89.85		
PFE Automailer	A2250B A		2000			\$2,724.00 annual	
Dynetics License Inserter	2300		2000			\$27,470.00 annual	
Moores Pressure Sealer	8158		1999			\$19,740.00 annual	
Pitney Bowes Folder	DF500		2004				
Bell & Howell Inserter	8582C		1993				
Mailing Machine	6100		1989				
Console	6190						
Data Station	AMS24						
Meter	6500						
Power Stacker	3250						
Paragon Mailer	U100						
Console	UC30						
Base	UBG1						
Data station	AMS24						
Sealer	UF40						
Meter	E100						
Power Stacker	U100						
EM5 Scale	5820						
7 Computers	Dell						
7 Monitors	Dell						
3 Environmental Air Systems	7100A						Idle
3 Rapid Extraction Desk	50						
Copier	5665						
Perforator	304						
2 Fire Proof Safe	N-A						
4 calculator	Monroe						
Folder	DF500		6/2004			\$466.00/year	
4 Cordless Staplers							
2 Electric Staplers	A100E						
3 Laser Jet Printer	4100N						
Conveyor System	Translogic						
Conveyor Pinter	Microline 320						
4 Telephone	F760V-DSB						
Ultra Systems Single Cut	Single Cut						
Facsimile	FX050 B						

Equipment Name	Model No.	Year of Lease	Year of Purchase	Lease Expiration Date	Monthly Lease Fee	Maintenance Fee	Equipment is not in use (idle)
X-RAY Machine	SYS 215						
2 UPS Manifest System	Worlds hip					Maintained by UPS	
Smart Track System	42178						
Barcode Reader	46074						
Mail Management System	MMS Ascom						
Zebra	LP2844 PSAT						

Mailroom employees are aware of mail safety and mail security procedures provided by the Capitol police. In addition, the DMV has general policies and procedures in their DMV operations manual that includes maintaining security at DMV Facilities. As a standard security measure, the staff is provided latex gloves and X-ray small packages and letters not only received at the Mail Services Operations but also the Warehouse Operations and any hand delivered packages. All vehicles making deliveries and pickups at the loading dock are required to sign in and out and record their name and license plate.

Approximately 90% of DMV's revenue (over \$1 billion) is transferred to the Department of Transportation.

The requirements for efficient and timely processing of cash, checks and money orders is considered a reason why consolidation would not be in the best interest to the DMV workflow. Another consideration is the impact on transportation funding throughout the Commonwealth.

Vehicle and driver statutes do not permit acceptance of third party addresses. Seventy-five percent of 3.8 million pieces of incoming mail has time sensitive material to include checks and/or money that are to be processed by work centers and deposited within 24 hours according to the CAPP Manual and the Commonwealth's Controller. The timely processing of this revenue also impacts the ability to fund transportation activities throughout the state.

The mailroom occupies 5,036 square feet. DMV reported that the cost of the space is \$0.00 because the building is already paid for.

A Federal Grant is available to DMV for increasing the security measures for processing incoming mail.



**DEPARTMENT OF MOTOR VEHICLES**



**DEPARTMENT OF MOTOR VEHICLES**

**MOTOR VEHICLE DEALER BOARD (MVDB) (PART OF DMV)**

2201 West Broad Street, Ste 104, Richmond, VA 23220

Contact Person: Bruce Gould, 367-1100, ext. 3002

This is a very small agency and one employee opens, date stamps and distributes mail in the office which MVDB indicates is a fraction of their time dedicated to mail processing.

DMV picks up and processes outgoing U.S.P.S. mail and also does printing, folding inserting and addressing of large mailings. DMV charges for the cost of postage and materials when applicable.

The annual cost of postage for the year 2004 was \$23,000.00 and the annual cost for messenger services was \$4,659.00.

**MUSEUM OF FINE ARTS, VIRGINIA (VMFA)**

200 North Boulevard, Richmond, VA 23220-4007

Contact Person: Patty Britton, 340-1545

The hours of operation for mail processing are 8:00 a.m. to 5:00 p.m. Two hundred customers receive mail at this agency.

The mail processing area occupies 247 square feet.

Three vehicles are used to pick up and deliver mail for a total usage of one hour per day.

There is one filled full-time (P-3) position dedicated to mail.

One post office box, caller service and one permit cost a total of \$2,011.00 per year.

The average daily volume of incoming and outgoing mail is:

<b>INCOMING MAIL</b>	
<b>Type</b>	<b>Average Daily Pieces</b>
U.S.P.S. first class letters & flats	600
Business Reply mail	2
Interagency mail	3
<b>OUTGOING MAIL</b>	
U.S.P.S. first class letters & flats	2500
Accountable mail	1

Incoming U.S.P.S. mail is picked up by VMFA between 9:00 a.m. and 9:30 a.m.

Incoming accountable mail is logged in manually and is delivered within one hour of receipt.

Approximately 10 pieces of incoming daily mail require using the on-line directory to determine recipient and location.

Interagency mail is picked up and delivered by the State Mail Service between 10:00 a.m. and noon.

The following mailing equipment is in use:

<b>Name</b>	<b>Model</b>	<b>Year of Purchase</b>
Pitney Bowes Paragon	UF60	1998
Scale	J070	1998

The annual postage costs for outgoing U.S.P.S. mail is \$109,762.57.

Bulk mailings are sent to VIB for processing and last year the total annual cost was \$13,064.38.

The agency has mail safety procedures in place.



**VIRGINIA MUSEUM OF FINE ARTS**

O

**OFFICE FOR PROTECTION AND ADVOCACY, VIRGINIA (VOPA)**

1910 Byrd Avenue, Richmond, VA

Site visit indicated insignificant volume of mail.

P

**PLANNING AND BUDGET, DEPARTMENT OF (DPB)**

200 N. 9<sup>th</sup> Street, Room 418, Richmond, VA 23219

Contact Person: Paul D. Bender, Associate Director, 786-5133

There is no one dedicated to processing mail at this agency. The U.S.P.S. delivers their mail to room 418 where it is sorted. Outgoing annual shipments total 20 for an annual shipping cost total of \$135.00.

**PROBATION AND PAROLE, DISTRICT ONE, VIRGINIA DEPARTMENT OF CORRECTONS**

829 Oliver Hill Way, Richmond, VA 23219

Contact Person: Robin Carter, 786-0251, extension 126

The U.S.P.S. delivers mail between 2:00 p.m. and 5:00 p.m. daily. One employee spends approximately 45 minutes per day processing incoming mail and another spends approximately 35 minutes on outgoing mail.

Interagency mail is delivered and picked up by the State Mail Service between 10:00 a.m. and 10:30 a.m.

The average daily volume of incoming and outgoing mail is:

<b>INCOMING MAIL</b>	
<b>Type</b>	<b>Average Daily Pieces</b>
U.S.P.S. first class letters & flats	1500
Accountable mail	37
Business Reply mail	70
Interagency mail	200
<b>OUTGOING MAIL</b>	
U.S.P.S. first class letters & flats	1950
Interagency mail	200
Registered/Certified	75
UPS	75

The following mailing equipment is in use:

<b>Equipment Name</b>	<b>Model No.</b>	<b>Year of Lease</b>	<b>Lease Expiration Date</b>	<b>Monthly Lease Fee</b>
Pitney Bowes Meter	6500	2003	2006	\$ 38.68
Pitney Bowes Mailing Machine	E3500	2003	2006	\$ 87.04 (includes PB scale)
Pitney Bowes scale	N600	2003	2006	

The agency has no mail safety procedures in place.

**PROFESSIONAL AND OCCUPATIONAL REGULATION, DEPARTMENT OF (DPOR)**

3600 Centre, 3600 West Broad Street, Richmond, VA 23230

Contact Person: Nancy Watson, 367-8520

There are no full time mail service employees. Two filled full-time P-3 positions spend a total of 6.8 hours on mail processing and one filled part-time P-14 position spends .5 hours on mail processing.

Mail is processed for 300 customers on the 4<sup>th</sup> and 5<sup>th</sup> floor.

The average daily volume of incoming and outgoing mail is:

<b>INCOMING MAIL</b>	
<b>Type</b>	<b>Average Daily Pieces</b>
U.S.P.S. letter and flat mail	500
Interagency mail	4
Registered/Certified	30
Express Shipments	1
Non Express Shipments	100
Office Supplies	10
<b>OUTGOING</b>	
<b>Type</b>	<b>Average Daily Pieces</b>
U.S.P.S. first class letters & flats	2650
Interagency mail	4
Registered/Certified	30
FedEx	5
Airborne	3
UPS	25
USPS	2

Incoming U.S.P.S. mail is picked up and delivered to the Dabney Road and Brook Road Post Offices. A process is in place to provide security of the cash received in the incoming mail.

The DJJ processes real estate and real estate appraisal renewals on a monthly basis for DPOR. The interagency agreement can vary from month to month and the estimated annual cost for this fee is \$1,970.00. The 911 Mailing Services also processes license renewals on a monthly basis at a cost of \$.05 per piece. This fee is for mail fulfillment charges only DPOR did not know the actual presort bureau discount fee for postage.

The H & H Mailing Services provides folding and addressing for special mailings.

Outgoing mail that is not sent to the DJJ or a mailing service provider is processed on a Pitney Bowes Paragon Mailing System. The annual postage costs for outgoing U.S.P.S. mail is \$219,649.00 of which \$35,596.00 qualified for presort discounts. UPS is the preferred carrier and approximately 25 shipments are sent daily totaling \$13,590.00 in annual shipping costs.

The equipment used for mail processing is:

<b>Equipment Name</b>	<b>Model No.</b>	<b>Year of Lease</b>	<b>Year of Purchase</b>	<b>Lease Expiration Date</b>	<b>Monthly Lease Fee</b>	<b>Maintenance Fee</b>
Pitney Bowes Mailing System	UF60	2002		5/30/05	\$992.81	Included
Pitney Bowes Meter	ELPL4	2003		5/30/05	Included in Paragon lease fee	Included
Postalia Folder	1102098		2001			

A Chevrolet Malibu, 2004 is assigned by Fleet Management and is used to pickup mail daily at the Dabney Road Post Office, make downtown daily runs, sometimes twice daily. It is estimated this vehicle is used 3.7 hours per day for mail services functions.

DPOR has the following U.S.P.S. permits and post office box rentals: One permit for first class and bulk mail, five post office boxes for field investigators, one lock box rental, one caller box rental, and one box rental for Finance. The total annual fee is \$3,344.00.

The incoming mail services processing operation measures five feet by 10 feet and the outgoing mail services processing area measures 16 feet by four feet. The mail processing area is incorporated within the space provided for the agency's two rather large printers, as well as providing space for the fax and shredding machines. It is estimated the annual cost of this space is \$2,940.00.



**PROFESSIONAL AND OCCUPATIONAL REGULATION**

## R

### **REHABILITATIVE SERVICES, DEPARTMENT OF (DRS)**

8004 Franklin Farms Drive, PO Box K300, Richmond, VA 23288-0300

Contact Person: Jeanne Kasberger, CPM 662-7399

The hours of operation for mail processing are 8:30 a.m. to 4:30 p.m. Approximately 250 customers in two buildings, Lee and Radcliff, receive mail at this agency.

The mail processing area occupies 116 square feet at an annual cost of \$1,941.80.

Incoming U.S.P.S mail is delivered by the U.S.P.S. between 11:30 a.m. and 1:30 p.m. State Mail Service delivers and picks up mail at 9:30 a.m. and an agency messenger picks up at 2:00 p.m. and delivers mail at 4:00 p.m. The agency messenger provides weekly back-up tape delivery.

The cash internal control issues require that incoming mail with cash or checks be transported immediately to accounts receivable and placed in a safe

Incoming accountable mail is not logged in and is delivered within one half-hour of receipt. Approximately 100 pieces per day of incoming mail require research to determine recipient and location.

There is one mail clerk (P-14) who does mail processing approximately five hours a day and also fills in at the receptionist desk when the receptionist goes to break or lunch. There is one FTE position that spends approximately two hours a day processing mail.

The average daily volume of incoming and outgoing mail is:

INCOMING MAIL	
Type	Average Daily Pieces
U.S.P.S. first class letters & flats	500
Accountable mail	6
Interagency mail	5
OUTGOING MAIL	
U.S.P.S. first class letters & flats	225
Interagency mail	5
UPS	2

The annual postage cost for outgoing U.S.P.S mail is \$362,950.00. The average daily volume of two outgoing UPS shipments are processed by the stock room staff personnel. Fifty-two departments are charged back for postage.

H&H Mailing is used to process large mailings.

The following equipment is in use:

Equipment Name	Model No.	Year of Lease	Year of Purchase	Lease Expiration Date	Monthly Lease Fee	Maintenance Fee
PB Paragon	UF60		5/2000			\$2801.00
PB Stacker	USPO		5/2000			\$ 285.00
PB Printer and Platform	J610/JN75		5/2000			\$ 124.00
PB Postage Meter		5/2000		9-30-05	\$284.40 Quarterly	

A Chevrolet Cavalier is used 3.5 hours a day to pick up and deliver interagency mail and is rented from the DGS Fleet.

Mailroom employees are aware of mail safety and mail security procedures provided by the Capitol Police.

HIPPA issues could prohibit consolidation.

**RETIREMENT SYSTEM, VIRGINIA (VRS)**

1200 Main Street, Richmond, VA  
Contact Person: Cindy Wilson, 344-3181

Declined to participate in assessment.

**RICHMOND PUBLIC DEFENDER'S OFFICE (RPDO)**

701 E. Franklin Street, 6<sup>th</sup> Floor, Richmond, VA 23219  
Contact Person: Vicky Parrish, 225-4330

Thirty-seven customers on one floor are served by an employee who spends approximately two hours per day processing mail.

The average daily volume of incoming and outgoing mail is:

INCOMING MAIL	
Type	Average Daily Pieces
U.S.P.S. first class letters & flats	26
OUTGOING MAIL	
U.S.P.S. first class letters & flats	53

Incoming U.S.P.S. mail is delivered by U.S.P.S. at noon.

Incoming accountable mail is not logged in.

Interagency mail is picked up and delivered by the State Mail Service in the morning.

A Pitney Bowes postage meter and scale are leased for \$125.00 per month.

The agency has mail safety procedures in place.

**S**

**SCIENCE MUSEUM OF VIRGINIA, THE (SMV)**

2500 W. Broad Street, Richmond, VA 23220  
Contact Person: Thomas J. Petet, Sr., 864-1469

The hours of operation for mail processing are 8:00 a.m. to 5:00 p.m. About 150 customers on four floors receive mail at this agency.

The mail processing area occupies 132 square feet.

There is one FTE, P-3 position.

Incoming U.S.P.S. mail is delivered by the U.S.P.S. between noon and 2:00 p.m. SMV has one non-profit permit number that costs \$150.00 per year.

Incoming accountable mail is delivered immediately on receipt. A manual log is maintained for accountable as well as non-express shipments.

Interagency mail is picked up and delivered by the State Mail Service at 9:00 a.m.

Approximately one to two pieces of mail each month require research in order to determine the location of the recipient.

All incoming checks for the museum are recorded in a log.

The average daily volume of incoming and outgoing mail is:

<b>INCOMING MAIL</b>	
<b>Type</b>	<b>Average Daily Pieces</b>
U.S.P.S. first class letters & flats	62
Accountable mail	10
Interagency mail	4
<b>OUTGOING MAIL</b>	
U.S.P.S. first class letters & flats	204
Accountable mail	3
Interagency mail	3

The annual postage cost for outgoing U.S.P.S mail is \$31,000.00 and costs are charged back to two departments. September has the highest outgoing mail volume.

The preferred carrier for outgoing shipments is UPS, FedEx and Airborne. UPS averages 350 shipments a year and FedEx 250 while Airborne only averages five per year.

The following mailing equipment is in use:

<b>Equipment Name</b>	<b>Model No.</b>	<b>Year of Lease</b>	<b>Lease Expiration Date</b>	<b>Monthly Lease Fee</b>	<b>Maintenance Fee</b>
Pitney Bowes mailing machine w postage meter	DM800	2004	2008	\$265.08	\$307.00
Folder (currently idle)	58				

SMV indicates they need a new folder machine to replace the one listed above which is not operational.

The incoming and outgoing mail processing area occupies 132 square feet.

The agency has mail safety and mail security procedures in place.



**SCIENCE MUSEUM OF VIRGINIA**

**SENATE OF VIRGINIA (SOV)**

910 Capitol Street General Assembly Building, room 333, Richmond, VA 23219  
Contact Person: Jeanette Moore, Administrator of Support Services, 698-7460

The hours of operation for mail processing in the General Assembly Building, third floor, and room 333 are 8:30 a.m. to 5:00 p.m. (8:00 a.m. to 6:00 p.m. when the Legislature is in session). About 35 customers in two buildings are served (216 when the Legislature is in session). This includes the Senate Clerk, Senate Committee Clerks, Senate Finance Commission and Senate Post Office. However, the Senate Finance Commission does have a postage mailing machine they own and apply postage to their mailings. That postage volume is not included in the SOV outgoing annual postage cost.

Two post office boxes and a bulk mailing permit cost \$1,165.00 per year. One post office box at Brook Road is used only during the Legislature Session.

The mail processing area occupies 240 square feet.

There is one filled temporary position and another temporary position is added when the Legislature is in session.

Incoming U.S.P.S. mail is picked up by SOV at 9:30 a.m. and 11:30 a.m. (8:30 a.m. and 12:30 p.m. when the Legislature is in session).

Interagency mail is picked up and delivered by the State Mail Service.

The average daily volume of incoming and outgoing mail is:

<b>INCOMING MAIL</b>		
<b>Type</b>	<b>Average Daily Pieces</b>	<b>Average Daily Pieces (Legislature in Session)</b>
U.S.P.S. first class letters & flats	75	260
Accountable mail	7	28
Interagency mail	5	120
Business Reply Mail	5	120
<b>OUTGOING MAIL</b>		
U.S.P.S. first class letters & flats	103	3550
Accountable mail	11	60
Interagency mail	10	150

The annual postage cost for outgoing U.S.P.S mail is \$17,956.00. Approximately \$956.00 qualifies as pre-sorted first class mail. During session, the members office prepare their mailings in zip code sequence and the Senate mailroom applies the postage and takes the mailing to the post office. Outgoing mail is charged back to 60 departments. Outgoing mail is delivered to the Capitol Station Post Office at 4:00 p.m.

Approximately five (15 when Legislature is in session) pieces of incoming mail per day require research in order to determine the recipient's location.

Incoming accountable mail is delivered within one hour of receipt. No log is maintained.

UPS is the preferred shipping carrier and handles 780 packages per year at a cost of \$2,231.58.

The following mailing equipment is in use:

<b>Equipment Name</b>	<b>Model No.</b>	<b>Year of Lease</b>	<b>Lease Expiration Date</b>	<b>Monthly Lease Fee</b>
Pitney Bowes Paragon	UF100 UAP1 E100	2001	2006	\$720

All incoming mail and packages are X-rayed on the machine in the House Post Office. Mail safety procedures from the Capitol Police are followed.

**SENATE CLERK**

910 Capitol Street, General Assembly Building, 2<sup>nd</sup> Floor, Richmond, VA 23219  
 Contact Person: Jeanette Moore, Administrator of Support Services, 698-7460

All incoming and outgoing mail is processed by the Senate of Virginia mail operation.

**SENATE COMMITTEE CLERKS**

910 Capitol Street, General Assembly Building, 2<sup>nd</sup> Floor, Richmond, VA 23219  
Contact Person: Jeanette Moore, Administrator of Support Services, 698-7460

All incoming and outgoing mail is processed by the Senate of Virginia mail operation.

**SENATE FINANCE COMMISSION**

910 Capitol Street, General Assembly Building, 10<sup>th</sup> Floor, Richmond, VA 23219  
Contact Person: Jeanette Moore, Administrator of Support Services, 698-7460

Incoming mail is processed by the Senate of Virginia mail operation. Outgoing U.S.P.S. mail is metered on a mailing machine purchased by the Senate Finance Commission. The mail is then brought to the Senate of Virginia mail operation for delivery to the post office. The postage cost for the past three years was approximately \$5,000.00.

**SENATE POST OFFICE**

910 Capitol Street, General Assembly Building, 3<sup>rd</sup> Floor, Richmond, VA 23219  
Contact Person: Jeanette Moore, Administrator of Support Services, 698-7460

All incoming and outgoing mail is processed by the Senate of Virginia mail operation.

**SOCIAL SERVICES, DEPARTMENT OF (DSS)**

7 N. Eighth Street, Richmond, VA 23219

Contact Person: Jane Holloway, Manager, Property and Facilities, 726-7187

The hours of operation for mail processing are 7:00 a.m. to 5:30 p.m.

There are 3 FTE position and one temporary position that spend approximately 26 hours per day processing mail.

Mail services are provided to 850 customers in two central office buildings with 14 floors. (Bank Building and high rise building which together comprise the DSS central office at 7 North 8<sup>th</sup> Street Building) and 250 customers located in two buildings at the Forest Office Park.

The mail processing area occupies 2,000 square feet. DSS reported that the cost of the space is \$19,500.00 per year.

The average volumes of incoming and outgoing mail are:

<b>INCOMING</b>	
<b>Type</b>	<b>Average Daily Pieces</b>
U.S.P.S. letter mail	10,000
U.S.P.S. flat mail	300
Registered/Certified	50
Express Shipments	20
Interagency	30
Pouch mail bags	150
Pieces of mail in pouch	Up to 300
Copy paper	80-120 cases per week
<b>OUTGOING</b>	
U.S.P.S. 1 <sup>ST</sup> Class Letters/Cards	1,818
U.S.P.S. 1 <sup>st</sup> Class Flats	227
Interagency	40
Registered/Certified	30
Pouch mail bags	150
Pieces of mail in pouch	Up to 300
Inserting	1,100

Incoming U.S.P.S. mail is picked up by DSS at 6:30 a.m. and 10:30 a.m. at the Brook Road Post Office and Capitol Station Post Office. DNX courier provides two pickups a day for DSS. DNX courier goes to the Capitol Station Post Office at 6:15 a.m. and to the Federal Building at 10:30 a.m.

The annual postage cost for outgoing U.S.P.S mail is \$300,000.00. Approximately 95% of outgoing first class mail qualifies as first class presort and is processed by Mailer's Resource Group, Inc.

The following U.S.P.S. accounts are in use:

<b>Current U.S.P.S. Accounts</b>	<b>Type</b>	<b>Annual Fee</b>
OGS 567 Imprint	Imprint	\$150.00
567 Imprint	Imprint	\$150.00
787 Imprint	Imprint	\$150.00
2542 Imprint	Imprint	\$150.00
DCSE Check Mailing	Post Office Box	\$126.00
Direct Deposit	Post Office Box	\$126.00
CMU	Post Office Box	\$126.00
Fees	Post Office Box	\$ 68.00
Checks received	Post Office Box	\$220.00
Check Received	Caller Service	\$824.00
Returned Checks	Post Office Box	\$126.00

Pouch mail is delivered statewide by Beavex Courier.

A 1993 Ford Aerostar van is dedicated to mail service functions six hours a day to pick up and deliver U.S.P.S. and interagency mail.

Incoming accountable mail is manually logged in and is delivered within three hours of receipt.

Incoming and overnight mail is delivered the same day it is received.

UPS is the preferred shipping carrier and handles 3,000 packages per year at a cost of \$17,500.00. FedEx accounts for another 250 at an annual cost of \$4,000.00. FedEx is also used for the pickup and return of microfilm at an additional annual cost of \$8,000.00.

Approximately 150 pieces per day of incoming mail require research to determine recipient and location.

Department of Child Support Enforcement cash and other payment receipts require auditable processing of receipts.

Interagency mail is picked up and delivered by the State Mail Service at 2:30 p.m.

The following courier and processing contracts are in effect:

Vendor Name	Type of Service	Annual Cost
Beavex	Courier/Pouch services	\$385,000
Mailers Resource Group, Inc.	Presort	\$ 5,310
FedEx	Pickup and return of microfilm	\$ 8,000
Virginia Industries for the Blind	Folding, Inserting, Addressing, Mailing	\$30.50 per 1,000 pieces
IFM	Folding, Inserting, Addressing, Mailing	\$34.00 per 1,000 pieces
Goodwill Industries	Document Destruction	\$ 14,050

The following mailing equipment is in use:

Equipment Name	Model No.	Year of Lease	Lease Expiration Date	Monthly Lease Fee
Pitney Bowes Inserter	DI800	2004	2007	\$1,004.60
Pitney Bowes Imprint Machine	D1000	2004	2007	\$1,010.66
Pitney Bowes Ascent UPS System	8582C	2004	2007	\$ 416.66

Mailroom employees are aware of mail safety and mail security procedures provided by the Capitol police.

The department of child support enforcement (DCSE) is 66% federally funded (\$215,628 annually) from Program 46301 – Federal DCSE and receives 34% special state funds (\$111,081). Under this funding, DSS is required to process and mail payments within 48 hours to avoid possible funding cuts.

Certified mail for Appeals and Hearings requires a “round stamp” be applied by the U.S.P.S.

DSS indicated that the consolidation of mail services is okay but child support cannot be included.



**DEPARTMENT OF SOCIAL SERVICES**

**STATE POLICE, DEPARTMENT OF (VSP)**

7700 Midlothian Turnpike, PO Box 27472, Richmond, VA 23261

Contact Person: Lieutenant Frank W. Ingram, 674-2117

The hours of operation for mail processing are 8:00 a.m. to 4:30 p.m. About 681 customers in three different locations receive mail at this agency.

The mailroom occupies 480 square feet.

There are four FTE positions, one of which is currently vacant. The four FTE positions spend approximately 23.2 hours a day processing mail. These hours are subject to change based on the availability (attendance) of employees assigned to mailroom activities and the workload.

The average daily volume of incoming and outgoing mail is:

<b>INCOMING MAIL</b>	
<b>Type</b>	<b>Average Daily Pieces</b>
U.S.P.S. first class letters & flats	3000
Accountable mail	60
Interagency mail	20
<b>OUTGOING MAIL</b>	
U.S.P.S. first class letters & flats	3500
Accountable mail	69
Interagency mail	20

The annual postage cost for outgoing U.S.P.S mail is \$325,000.00.

Incoming U.S.P.S. mail is picked up by VSP at 8:30 a.m. and 1:30 p.m. at the Brook Road Post Office and delivered by the U.S.P.S. at 12:30 p.m. Outgoing mail is delivered

to the Brook Road Post Office, Bon Air Branch Post Office and Pinetta Branch Post Office.

Approximately 10 pieces of incoming mail require research in a directory in order to determine the recipient's location.

Five post office boxes and caller service cost \$4,120.00 per year.

Two vans, a 2003 Dodge Ram and a 1995 Chevy Astro, are used to pick up and deliver U.S.P.S. mail, hand deliveries, bank deposits, delivery of printed materials and on occasion go downtown for hand deliveries. A total of six hours is used per day for both vehicles.

Incoming accountable mail is left at the receptionist's desk and addressees are called. No log is maintained.

UPS is the preferred shipping carrier and handles 1,657 packages per year at a cost of \$72,866.00 and annual FedEx shipping costs total \$6,692.00.

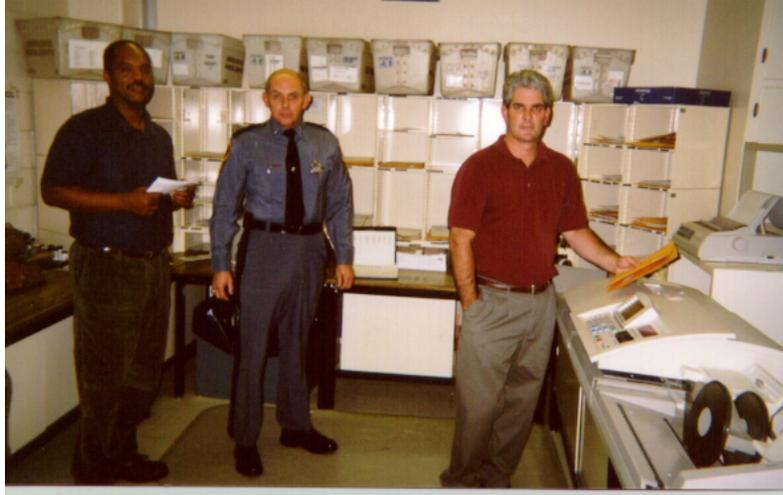
Interagency mail is picked up and delivered by the State Mail Service at 10:00 a.m.

<b>Equipment Name</b>	<b>Model No.</b>	<b>Year of Purchase</b>	<b>Monthly Lease Fee</b>
Paragon Processor	U100	1996	
Postage Meter			\$130.00
Neopost inserter	7555	1999	
GBC binder		1988	
Folding machine (idle)		1987	
Standard Bind Glue binder		1988	
Sharp fax machine	FO-800	1988	
Gateway computer	1080		

VSP handles sensitive mail containing firearms documents (permits, background checks) and vehicle inspection documents and checks.

The agency prefers to maintain the current mail operation due to the time sensitive documents processed by the VSP.

The VSP does not have any mail safety or mail security procedures in place. However, the Capitol Police, Richmond Bomb Squad, Henrico County, Chesterfield County, State Police and FBI Bomb Squad have an agreement that all agencies would respond in the event of a bomb threat.



**DEPARTMENT OF STATE POLICE**

**SUPREME COURT OF VIRGINIA (SUPCT)**

100 N. 9<sup>TH</sup> Street, Richmond, VA 23219

Contact Person: Rob Baldwin, 786-6455

Approximately 205 customers receive mail service.

The mail processing area occupies 256 square feet. No cost is assigned.

Three employees spend a total of three hours per day on Mondays and two hours Tuesdays through Fridays.

Courier One delivers the U.S.P.S. mail at 9:30 a.m. at a cost of \$1,800.00 per year.

Interagency mail is delivered and picked up by the State Mail Service at 10:00 a.m.

The average daily volume of incoming and outgoing mail is:

<b>INCOMING MAIL</b>	
<b>Type</b>	<b>Average Daily Pieces</b>
U.S.P.S. first class letters & flats	450
Accountable mail	38
Non-express shipments	1
Interagency mail	6
<b>OUTGOING MAIL</b>	
U.S.P.S. first class letters & flats	365
Accountable mail	44
Interagency mail	6

Incoming accountable mail is logged in manually and addressees are called so they can pick it up. All checks are logged in before releasing to departments and are signed for by a department employee.

The following mailing equipment is in use:

Name	Model	Year of Lease	Lease Expires	Year of Purchase	Maintenance Fee (monthly)	Monthly Lease Fee
Postage Meter	E585	2002	2005			\$187.37
Postage Meter	U570	1999	2005		Included in lease fee	301.14
Postage by Phone	6500	1999	2005			
Mail Machine	UF50			2001	\$95.50	
Scale	J050			2001	17.25	
Printer	J630			2001		
Postage Meter	E100	1997	2005		94.80	44.75

The annual postage costs for outgoing U.S.P.S mail is \$1,288,504.32. There are three statewide mailings averaging 500 to 1,000 pieces each month. The majority of the outgoing mail is flat size.

The Supreme Court has mail safety and security procedures in place.

Five post office boxes cost a total of \$904.00 per year. These are assigned to Supreme Court Justices and four of them are outside the Richmond area.

The Clerks Office receives sensitive materials (e.g., pleadings) that must arrive by a certain time and date.

Approximately 574 FedEx shipments are sent annually at a total cost of \$12,597.58. A total of 16,652 UPS ground shipments are sent annually totaling \$248,086.98.

## T

### **TAXATION, DEPARTMENT OF (TAX)**

3600 W. Broad Street, Richmond, VA  
 Contact Person: J. R. Simpson, 367-8157

The hours of operation for mail processing are 7:30 a.m. to 5:00 p.m. at four locations: Main Street Center, 3600 W. Broad St., 2220 W. Broad St., and the Warehouse. Approximately 820 customers receive service at these locations.

Printing is outside the scope of this summary and the processes and volumes within print have not been included. DMV also provides inserting services and the fees are included in the printing costs.

There are eight FTE positions and four P-14 positions that spend a total of 68.6 hours a day processing mail. The P-14 positions are used as required, particularly during the General Assembly and tax season.

U.S.P.S. mail is delivered and picked up by TAX at three post offices (7:30 a.m. Brook Road, 9:30 a.m. Saunders Station and 10:30 a.m. Capitol Station). During high volumes periods, a second and third pickup is required at the Brook Road Post Office.

The following U.S.P.S. Post Office boxes and annual permits are in use:

<b>Current U.S.P.S. accounts</b>	<b>Type</b>	<b>Annual Fee</b>
Capitol Station	35 Post Office boxes	\$27,818.00
Saunders Station	8 Post Office boxes	\$ 378.00
Brook Road	3 Post Office boxes	\$ 1,182.00
PO Box 2078	Permit – Corporate Mailings	\$ 150.00

The post office box fees include caller fees. TAX uses multiple post office boxes to ensure incoming mail is sorted by the U.S.P.S. As a result, TAX is able to quickly place incoming mail into the appropriate incoming mail stream. This provides quick deposit of tax payments, and processing of tax returns and ensures administrative mail is delivered to the intended recipient in the least possible time.

The square feet for processing mail is: 3600 W. Broad Street 200 SF; Main Street Center 45 SF; Warehouse 120 SF; 2220 W. Broad Street 1,179 SF. The estimated annual cost for the space at four locations is \$15,040.00. The space is leased at three locations and includes larger areas then outlined in the lease. The space is owned in the fourth location and the cost was estimated. TAX indicated that vacating the space to achieve cost savings would not be an option in any of these cases as they are part of larger leases and/or space configurations.

The average daily volume of incoming and outgoing mail is:

<b>INCOMING MAIL</b>	
<b>Type</b>	<b>Average Daily Pieces</b>
U.S.P.S. first class letters & flats	41,958
Registered/Certified	2,320
Business Reply Mail	4
Express & Non Express Shipments	55
Newsletters/memos/checks/company flyers	1,000 twice monthly
Interagency mail	1,000+
<b>OUTGOING MAIL</b>	
U.S.P.S. first class letters & flats	6,582
Interagency mail	75-100
UPS	31

There are significant variations in daily mail from December through May and during the month of June.

Interagency mail is picked up and delivered by the TAX Mail Center as follows:

<b>Location</b>	<b>Time</b>
2220 W. Broad Street	9:15 a.m., 2:15 p.m.
3600 W. Broad Street	8:00 a.m., 8:45 a.m.
Main Street Center	8:30 a.m., 9:45 a.m., 2:45 p.m.
Warehouse	10:00 a.m., 2:00 p.m.

Between 1,000 and 2,000 pieces of mail per day require research to determine recipient and location. This process includes opening the envelope and reading the contents.

UPS is the preferred shipping carrier. Approximately 7,800 shipments per year cost a total of \$47,000.00. Wilson Trucking is used for approximately 100 ground shipments a year for an annual cost of \$4,000.00.

The annual postage cost for outgoing first class U.S.P.S mail is \$2,351,329.00. Forty percent of the postal budget is sent bulk/standard mail and approximately 62.5% of first class mailings qualify for pre-sort discounts. Mailers Resource Group, Inc. is the presort bureau for first class mailings. Mailers Resource Group, Inc. mail piece handling fee is \$01.8 per piece, totaling approximately \$60,000.00 per year.

The following vehicles are used for incoming and outgoing mail services. These vans are also used for agency moves, movement of personal computers and any other item that may be required to be moved from one of the agencies four locations to another location that includes another state agency or for transfer of equipment to state surplus. In addition, these vehicles are used for delivering office supplies, envelopes and paper, tax forms and other forms.

Vehicle Name	Model & Year	Replacement Date
Van	97 Dodge	2007
Van	93 Chevy	None planned
Van	90 Chrysler	None planned
Van	98 GMC	2008
Van	00 GMC	2009

TAX has the following performance standards:

Function	Performance Standard/Service Level
Incoming U.S.P.S. mail	Delivered on the next scheduled mail run
Certified and registered	Delivered on next scheduled mail run
Pouch mail	Delivered same day as received
Interoffice mail	Delivered on next scheduled mail run
Express and non express shipments	Delivered same day as received

The following equipment is in use:

Equipment Name	Model No.	Year of Lease	Year of Purchase	Lease Expiration Date	Monthly Lease Fee	Maintenance Fee (annual)
P/B mail mach. (3600)	6100	N/A	1990	N/A	N/A	\$1,400
P/B mail mach. (Whse.)	6100	N/A	1986	N/A	N/A	\$1,400
B & H Inserter (2220)	Mail star	N/A	1985	N/A	N/A	\$23,817
P/B Inserter (2220)	5654	2001	N/A	3/31/07	See footnote <sup>12</sup>	\$16,403

<sup>12</sup> The Pitney Bowes inserter listed in the table is on lease with additional equipment including high-speed printers. The lease expiration date is March 31, 2007. There is a

Omaton table top folder (3600)	Fi425	N/A	2000	N/A	N/A	\$1,200
Formax Burster (2220)	1161	N/A	1999	N/A	N/A	\$1,200
Moore Decollator	3375	N/A	1985	N/A	N/A	\$700
Profold folding mach. (2220)	FF2141	N/A	1999	N/A	N/A	\$995
Fasfold 22 folder (Whse)	26934	N/A	2000	N/A	N/A	\$270
Omaton Letter Opener	206	N/A	2001	N/A	N/A	\$1,255

Employees are aware of safety and security procedures.

The Code of Virginia 58.1-3, secrecy of information, prohibits browsing and disclosure of confidential tax information to unauthorized parties. Mail should remain sealed and delivered as addressed without intervention.

An agreement between the Deputy Secretary of Administration and the Deputy Secretary of Finance provides for TAX being exempt from participating in consolidation efforts related to incoming mail primarily due to concerns about timely deposit of state funds and the confidentiality of taxpayer information.

**TOBACCO SETTLEMENT FOUNDATION, VIRGINIA**

701 E. Franklin Street, Suite 501, Richmond, VA 23219

Contact Person: Crystal D. Perkins, Administrative and program Specialist, 225-3572

Insignificant volume of mail; on-site visit not required.

**TOURISM AUTHORITY CORPORATION, VIRGINIA (VTA)**

901 East Byrd Street, Richmond, VA 23219

Contact Person: Roy A. Knox, CPA, 371-8193

VTA is an independent authority. Assets purchased with funds do not belong to the Commonwealth. They are precluded from being on the state books and are not under control of the State Treasurer.

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penalty for early termination of the lease. The lease costs are bundled and are not defined down to each separate piece of equipment.

**TRANSPORTATION, DEPARTMENT OF (VDOT)**

1201E. Broad St., Richmond, VA 23219

Contact Person: Karen Blaha, Office Services Supervisor, 786-7412

The hours of operation for mail processing are 7:00 a.m. to 6:00 p.m.

Incoming U.S.P.S. mail is picked up by VDOT at the Capitol Station Post Office at 7:00 a.m. and 9:00 a.m. A 2003 GMC pickup is used approximately 3.6 hours each day to pick up and deliver mail to the U.S.P.S. and delivery and pick-up of interagency mail.

Approximately 10 pieces per day of incoming mail require research to determine recipient and location.

The incoming mail volume fluctuates during the period receiving Construction Ads and Plans, Location and Design Plans and mailings of maps.

There are two permits and one post office box rental at a total cost of \$1,774.00 per year.

The mail processing area occupies 836 square feet.

There are three FTE and five temporary positions who spend a total of 4.2 hours a day processing mail.

Incoming accountable mail is electronically logged in and is delivered within one hour of receipt.

UPS is the preferred shipping carrier and handles 10,000 packages per year at a cost of \$85,000.00.

Interagency mail is picked up and delivered by the State Mail Service at various times around noon.

Interdepartmental mail is delivered by Velocity Express to VDOT Central and seven districts within Virginia at an annual cost of approximately \$38,500.00.

Mail service is provided to approximately 1,688 customers at the following locations:

<b>Building Name(s)</b>	<b>No. of Floors</b>	<b>Total No. Customers serviced</b>
James Monroe	3	133
DRPT/Exchange Bldg	1	35
9 <sup>th</sup> St. Office Bldg	1	6
Federal Hwy	1	29
Biotech	1	125
VDOT 1201 E. Broad St	3	178
VDOT 1221 E. Broad St	3	178
VDOT 1401 E. Broad St	15	623
Washington Bldg	1	43
Attorney General Office	2	338

The average volumes of incoming and outgoing mail are:

Type	Average Daily Pieces
<b>INCOMING</b>	
U.S.P.S. first class letter mail	800
U.S.P.S. first class flat mail	300
Registered/Certified	2
Express Shipments	30
Inter/Intra agency	320
<b>OUTGOING</b>	
U.S.P.S. first class letters mail	400
U.S.P.S. first class flats	805
Inter/Intra Agency	20
Registered/Certified	5
UPS Overnight	40
UPS Ground	80

The annual postage cost for outgoing U.S.P.S mail is \$120,000.00.

The following mailing equipment is in use:

Equipment Name	Model No.	Year of Lease	Lease Expiration Date	Monthly Lease Fee
Pitney Bowes mailing machine	DM1000	2004	2007	\$1089.00

Mailroom employees are aware of mail safety and mail security procedures provided by the Capitol police.

The following outbound mail categories are very time sensitive:

- Checks to contractors
- Bids
- Plans
- Payrolls to seven districts

The annual cost of uniforms for the mail services staff is \$624.00.

**TREASURY, DEPARTMENT OF (TD)**

101 N. 14<sup>th</sup> Street (Monroe Building, 3<sup>rd</sup> Floor), Richmond, VA 23219

Contact Person: Robert S. Young, CCM, Director of Financial Policy, 225-2391

The TD has two mail processing operations. One is for the check processing operation that prints the checks and qualifies 95% of the mail for the first class presort discount. The Xerox equipment used for check processing has not been included in this report but the annual postage cost and volume are included.

The other mail operation provides mail service to 117 customers on three floors (3<sup>rd</sup>, 4<sup>th</sup>, and 6<sup>th</sup>) of the Monroe Building. The receptionist, a FTE position, spends approximately 15 minutes each day processing mail and the administrative support specialist, a FTE

position, spends one hour a day processing mail. Mail is sorted to the inboxes in the receptionist's areas for pickup by each division. All outgoing mail is placed in the outgoing mailbox in the same area. The mail processing area occupies 120 square feet in a general-purpose room.



**DEPARTMENT OF TREASURY**

Incoming U.S.P.S. mail is picked up at the Brook Road Post Office by Professional Courier and delivered to the TD at 7:00 a.m. and 8:30 a.m. Professional Courier also delivers to the Bank of America, SunTrust, and Wachovia Banks at 11:00 a.m. and delivers outgoing mail to the Brook Road Post Office at 5:00 p.m. The annual cost for this service is \$10,514.00.

DNX courier picks up the outgoing check processing mail at 4:00 p.m. for delivery to the Brook Road Post Office. The daily mail volume is up to five all-purpose containers (APC's). The annual cost for this service is \$10,400.00.

Another courier service, Professional Courier, delivers and picks up mail from the U.S.P.S. The annual cost for this service is \$10,400.00.

There are two post office box rentals and two permits at a total cost of \$2,626.00 per year.

Approximately 10 pieces per day of incoming mail require research in a directory to determine the recipient and location.

Interagency mail is delivered at 8:00 a.m. and picked up at 4:00 p.m. by the State Mail Service.

Incoming accountable mail is not logged in. Addressees are notified when mail arrives.

Mail and fax receipts are placed in customer boxes as soon as they are received.

The average daily volumes of incoming and outgoing mail are:

Type	Average Daily Pieces
<b>INCOMING</b>	
U.S.P.S. letter mail	100
Registered/Certified	6
Express Shipments	2
Non Express Shipments	1
Inter/Intra agency	15
Newspapers	3
Fax receipts	50
<b>OUTGOING</b>	
U.S.P.S. 1 <sup>ST</sup> Class Letters/Cards	35,400 check mail <sup>13</sup> 50 non-check mail
Inter/Intra Agency	15
UPS	5 envelopes 8 boxes <sup>14</sup>

The annual postage cost for outgoing U.S.P.S mail is \$1,002,969.00 and includes the check processing volume. Approximately 95% (\$952,82.00) of outgoing first class mail qualifies as first class presort and is processed by the TD.

UPS is the preferred shipping carrier and handles 450 packages per year at a cost of \$4,941.00.

The following mailing equipment is in use:

Equipment Name	Model No.	Year of Purchase	Monthly Lease Fee	Maintenance Fee
Pitney Bowes mailing machine	DM500	2004		\$384 annual
Pitney Bowes Postage meter	1A00		\$65	

Mail processing follows the mail safety procedures by DGS and U.S.P.S. guidelines.

TD has stated the following statutory requirement would prohibit their mail processing operation from being consolidated:

Section 2.2-185 of the Code of Virginia states that “All checks drawn upon warrants shown by the register and duplicate register, signed by the Comptroller or his deputy, shall be signed by the State Treasurer, or by such deputy as he may designate for that purpose. The signature may be made by means of a mechanical or electrical device

<sup>13</sup> The check mail includes processing check payments for the following agencies:

- VRS – retirement checks
- VEC – unemployment checks
- TD – vendor payments and payroll checks
- DSS – child support and TANF checks
- TAX – refund checks

<sup>14</sup> A number of payroll checks are shipped via UPS to state agencies for distribution rather than mailed.

selected by the State Treasurer. The device shall be safely kept so that no one will have access to it except the State Treasurer and his deputies authorized to sign warrants.”

## V

### **VETERANS SERVICES, DEPARTMENT OF**

900 E Main Street, 1<sup>st</sup> Floor, West Wing (Pocahontas Building) Richmond, VA 23219  
Contact Person: Rhonda S. Earman, General Administration Supervisor, 786-0286

There are only six people in this agency and no one is dedicated to mail processing.

The State Mail Service delivers interagency mail in the morning and only one piece of interagency mail is received each month.

The incoming mail volume averages approximately three pieces a day.

The outgoing mail averages two pieces per day and the annual postage costs for outgoing U.S.P.S. mail is \$500.00.

Approximately eight UPS shipments are sent annually totaling \$160.00.

### **VIRGINIA ALCOHOL SAFETY ACTION PROGRAM, COMMISSION ON THE (VASA)**

701 E. Franklin Street, 11<sup>th</sup> Floor, Richmond, VA  
Contact Person: Craig Vanderland, 213-4412

Insignificant mail volume; on-site visit not required.

### **VIRGINIA HOUSING DEVELOPMENT AUTHORITY (VHDA)**

601 S. Belvedere Street, Richmond, VA

Independent agency; on-site visit not required.

### **VIRGINIA INDIGENT DEFENSE COMMISSION (VAIDC)**

701 E. Franklin Street, 14<sup>th</sup> Floor, Richmond, VA 23219  
Contact Person: Heather Payne, 225-3297

Fifteen customers on one floor are served by an employee who spends approximately one hour per day processing mail.

The average daily volume of incoming and outgoing mail is:

Type	Average Daily Pieces
<b>INCOMING MAIL</b>	
U.S.P.S. first class letters & flats	40
Accountable mail	1
<b>OUTGOING MAIL</b>	
U.S.P.S. first class letters & flats	45

Incoming U.S.P.S. mail is delivered by the U.S.P.S. at 2:00 p.m.

Incoming accountable mail is not logged in and is delivered immediately on receipt.

Approximately one piece of incoming daily mail requires using the on-line directory to determine recipient and location.

Interagency mail is picked up and delivered by the State Mail Service at 10:00 a.m.

UPS and FedEx are preferred carriers for outgoing shipments.

A Pitney Bowes postage meter and scale, model 6900, are leased for \$123.50 per month. The expiration date is November 16, 2004

The agency has mail safety and security procedures in place.

**VIRGINIA PREPAID EDUCATION PROGRAM**

101 N. 14<sup>th</sup> Street, 5<sup>th</sup> Floor (Monroe Building), Richmond, VA

Site visit indicated insignificant volume of mail.

**VIRGINIA RESOURCES AUTHORITY**

703 E. Main Street, 13<sup>th</sup> Floor, Richmond, VA

Site visit indicated insignificant volume of mail.

**W**

**WAR MEMORIAL, VIRGINIA**

621 S. Belvedere Street, Richmond, VA

Contact Person: Rachel Snyder

The Virginia War Memorial daily incoming and outgoing mail is insignificant and does not require anyone dedicated to processing mail.

The U.S.P.S. delivers mail between 2:30 p.m. and 5:00 p.m.

State Mail Service delivers and picks up interagency mail twice a week.

UPS is the preferred carrier for shipments.

There are no mail safety or mail security procedures in place.

**WORKERS' COMPENSATION COMMISSION, VIRGINIA (VWC)**

1000 DMV Drive, Richmond, VA 23220

Contact Person: Eileen A. Mundok, Chief Information Officer, 367-2327

The hours of operation for the mail operation are 8:00 a.m. to 5:00 p.m. One hundred and sixty-two customers on three floors receive mail at this agency.

The VWC has two separate mailrooms under the purview of two different managers.

Seven FTE positions act primarily as courtroom Bailiff's and report to the Outgoing Mailroom Supervisor. Approximately 30% of their time is dedicated to the outgoing mail operation.

Two FTE positions spend 70% of their time processing incoming mail and one FTE position spends 95% of his time as a courier. These positions report to the Incoming Mail Room Supervisor. VWC indicates that the current staffing is not adequate for mail processing.

The incoming U.S.P.S. mail is picked up by an employee at 9:00 a.m. at Saunders Station Post Office, West Broad Street.

State Mail Service delivers and picks up interagency mail at 11:00 a.m. There are approximately 20 pieces of interagency mail received daily.

The incoming U.S.P.S. mail totals approximately 11,000 pieces per day and nine Express shipments. Approximately 40% of the incoming U.S.P.S. mail is examined by the Records Unit.

Approximately ten pieces of incoming mail per day require research on the on-line directory in order to determine the recipient and or location.

The total postage for the year 2004 was \$395,842.00. No volumes were provided, but VWC indicated there was a high volume of Priority Mail.

The annual shipping costs for UPS last year totaled \$10,380.00 for 694 shipments.

The following mailing equipment is in use:

Commonwealth of Virginia/Assessment of Current Mail Operations

<b>Equipment Name</b>	<b>Model No.</b>	<b>Year of Lease</b>	<b>Year of Purchase</b>	<b>Lease Expiration Date</b>	<b>Monthly Lease Fee</b>
Pitney Bowes mailing machine	DM1000	2004		4/2007	\$ 946.44
Pitney Bowes meter	1A00	2004		4/2007	\$ 65.00
Pitney Bowes folder	D1800	2004		5/2007	\$1070.00
Pitney Bowes envelope printer	600	2003			
Omation envelope opener	2000		1998		

The incoming U.S.P.S. mail processing operation occupies 400 square feet and the outgoing mail processing operation occupies 480 square feet. VWC stated the annual cost of space for mail processing are operational costs only as the Commission owns the building.

VWC has mail safety procedures in place.

A GMC vehicle is used 3.2 hours a day to pick up and deliver mail to the U.S.P.S. and other offices.

VWC indicated statutory requirements include that Judicial Opinions must be sent Priority Mail the same day they are issued by the Commission.

## GLOSSARY OF MAIL TERMS

Accountable Mail	Accountable mail usually includes all mail requiring a signature upon delivery to the recipient such as overnight/express mail, registered and certified mail. Many organizations also include ground shipments and office supplies as accountable mail so the items can be tracked directly to the delivery to the recipient.
Agency Pouch Mail	Agency Pouch Mail is interagency mail that is placed in a canvas bag and is picked up and delivered within an agency. For example, DMV to another DMV location, VDOT to another VDOT location, DSS to another DSS location.
Authorized FTE	Authorized FTE is the number of authorized full-time equivalent positions.
Bulk Mail	See Standard Mail
Caller Service Fee	Available for a fee to business mailers who require more than free carrier service or the largest installed post office box size. Some businesses are required to use caller service because of high volumes of mail coming to a post office box. The major advantage of caller service is it gives mailers the option to pick up mail at a post office call window or loading dock when the post office is open.
DHL	Provides overnight and ground shipping both locally and globally.
Express Mail	Urgent mail that must be delivered at a specific time and requires a signature from the recipient upon delivery
Funding Stream	The funding source or money that is appropriated by the General Assembly. Examples: General Fund, Federal Funds, Grants.
Interagency Mail	Mail that is sent between agencies
Mailcode System	A mailcode system, effectively communicated to internal/external sources generating correspondence, is used by large organizations to reduce misdirected mail. Typically, a numeric code is assigned as a location code to indicate the Building, Floor, Mail Station and Mail Stop.

For example:

2-digit location code to indicate building (or other facility)  
2-digit floor code  
2-digit mail station code  
2-digit mail stop code (point of delivery)

Non-Express Mail	Non-express mail consists of packages traveling via ground transportation
Presorting Mail	Presorting mail is the process by which a mailer obtains a postal discount by sorting outgoing mail to the finest extent possible, thus eliminating work for the U.S. Postal Service. Aside from the benefit of substantial cost savings, utilizing presort capability makes mail move faster.
Research Mail	Research mail cannot be delivered as addressed due to an address that does not have all the address components needed to sort and deliver to the addressee. For example, it may be addressed only to the agency and not have a building and floor. This mail requires research by using a personnel directory or other resource in order to locate the delivery point of the addressee.
Standard Mail/Bulk Mail	Standard Mail (formerly called Bulk Mail) is matter that weights less than 16 ounces, comprises the subclasses of Regular Standard Mail, Nonprofit Standard Mail, Enhanced Carrier Route Standard Mail and Nonprofit Enhanced Carrier Route Standard Mail. These subclasses include circulars, printed matter, pamphlets, catalogs, newsletters, direct mail and merchandise.
Statutory Requirement	Requirements that are enacted, regulated, or authorized by statute(s) that governs how an agency does business (i.e. mail operation business). A Statute is a law enacted by a legislature, a decree or edict, or a established law on rule.
U.S. Postal Service Premier Account Agencies	“Premier Accounts” are identified by the U.S. Postal Service based on an agency having annual postage revenue of \$200,000.00 or more.

# Exhibit 1 – Operations Survey

**MAILMANAGEMENT Email Address: mailmgt@aol.com**

FOR MAILMANAGEMENT USE ONLY			
Analyst Name _____			
Date _____	Time Start _____	Time Stop _____	
Camera No. _____	Frame No. _____	Subject _____	
	Frame No. _____	Subject _____	
	Frame No. _____	Subject _____	
Agency/Institution _____		Name/Title _____	
Address _____		Phone No. _____	E-mail _____

**FOR THE PURPOSE OF THIS SURVEY, RECORD ONLY FUNCTIONS PROVIDED FOR THE PROCESSING OF INCOMING AND OUTGOING MAIL**

For example: Mail is delivered to the Social Services Department and people have to handle/process this according to government agency procedures. Processing of checks once delivered to Social Services is not part of the mail services operation but rather is an internal requirement.

A definition of words and survey questions are at the end of the survey on page 9.

1. Is your agency/institution under an existing mail, courier or distribution facilities management contract?     Yes     No

Vendor Name	Term of Contract		Type of Services Provided	Annual Cost
	Start Date	End Date		

2. Do you outsource any other mail services (other than those listed in question number one) such as printing, folding, inserting, addressing?

Yes     No

If yes, please describe these service agreements and fee structures.

Vendor Name	Type of Service Provided	Fee Structure/Cost for Services

## Exhibit 1 – Operations Survey

3. Mail Services Hours of Operation for processing of incoming and outgoing mail

Location(s)	Day	Time Open	Time Close
900 E. Main St., Richmond	Monday-Friday	7:00 AM	5:00 PM
	Saturday	N/A	N/A
	Sunday	N/A	N/A

4. Please provide name, title, type of position, and work hours for individuals processing incoming and outgoing mail in your operation (s).

Indicate in the Type of Position column whether the individual is an:

1. Authorized FTE (authorized full-time equivalent) position
2. Filled full-time (full-time P-3) position
3. Filled part-time (part-time P-14) position
4. Filled temporary position

Name	Title	Type of Position (Indicate 1, 2, 3, or 4)	Monday-Friday Work Hours (e.g. 8-5; 7-4)	Saturday-Sunday Work Hours (e.g. 8-5; 7-4)
Kelvin Valentine	Mailroom Supv	2	7-4	N/A
Malinda Gardner	Mailroom Asst. I	2	8:30-5	N/A
Litisha Thaniel	Mailroom Asst. I	2	8-5	N/A

5. Do you find your current staffing is adequate for all the functions and service levels required for processing incoming and outgoing mail?

Yes       No

If no, please explain:

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6. Please indicate number of buildings, floors and customers you provide incoming and outgoing mail processing for:

Building Name(s)	# of Floors	Total No. Customers you service	# of Mail Stops or number of drop off and pickup points
Pocahontas Building	12	75 (est)	24
Brookfield Data Center	1	20 (est)	6

## Exhibit 1 – Operations Survey

7. Indicate how INCOMING U.S.P.S. mail is delivered:

By the U.S. Postal Service      Other

If other, please indicate     US Mail is picked up at USPS on Main Street, Richmond

8. Indicate time(s) mail is delivered N/A; staff pick-up mail at 7:00 AM (Main St) and 10:00 AM (Brook Rd)

9. Indicate how inter/intra agency mail is delivered, picked up and the schedule.

Delivered/Picked Up by DGS	If not done by DGS, indicate name of courier	Time	Picked Up	Delivered
DGS and other various agencies deliver interagency mail to the 900 E. Main St. building		Throughout the day	Throughout the day	On next scheduled mail delivery

10. List scheduled mailrun/distribution times in your operation indicating A.M. or P.M., Pickup only (P), Deliver only (D), or both (B) and average time for each mailrun. If you have multiple sites, include mailruns between buildings. For example, Jefferson to Eighth St. @ 9:AM, 10:00 AM, 3:00 PM; Jefferson to Monroe St. @ 10:00 AM, 3:00 PM.

Buildings and Floors	Mailrun Times	Average Time for Each Mailrun
Internal Delivery and Pickup throughout Pocahontas Building	9:30 AM (B); 11:30 AM (B); 2:30 AM (B); 4:30 AM (B)	1 hour per mailrun
Internal Delivery and Pickup throughout Brookfield Data Center	9:30 AM (B)	1 hour (includes travel)

11. How many mail clerks are used to perform scheduled mail runs?

3 Full time     \_\_\_\_\_ Part time

12. How do you measure incoming mail?      No. of tubs      By weight      Piece Count  
 Estimate      Do Not Measure      Other

If other, please specify \_\_\_\_\_

## Exhibit 1 – Operations Survey

If you measure by weight, do you have a formula for the average number of pieces per pound?

Yes  No      If yes, provide formula \_\_\_\_\_ (do not use weight)

13. Please list all INCOMING mail functions your staff performs in the mail service operations and indicate the average daily OR monthly mail volumes. We've listed a few examples of functions below but need you to provide all the functions your operation performs for processing of incoming mail.

Please indicate any significant issues that should be noted to identify large variations in daily or monthly incoming volumes :

Two or three times each year, the Lottery receives mail volume for second-chance drawings. Each drawing results in about 100,000 pieces of incoming mail over a two or three month timeframe.

Type	Average Daily Pieces	Average Monthly Pieces
<b>INCOMING</b>		
U.S.P.S. letter mail	350	10,000
U.S.P.S. flat mail	25	500
Business Reply Mail	1	30
Registered/Certified	15	500
Express Shipments	2	50
Non Express Shipments		
Inter/Intra agency	15	350
Pouch mail bags		
Pieces of mail in pouch mail bags		
Newspapers		
Facsimile receipts		
Copy paper		35 cases
Office supplies		10 cases (envelopes)
Other (write in other functions)		
Move Records for Retention	N/A (done monthly)	30 cases
Destroy Records	N/A (done monthly)	30 cases
Set-up / break-down conference rooms, meeting rooms, light office furniture moves, etc.	N/A (as needed)	Average 8 times/month

14. Please indicate if there are any security or cash internal control issues related to incoming mail, and if they require special processing.  Yes  No

If yes, explain \_\_\_\_\_ Incoming mail includes claims for winning Lottery ticket prizes. Security provisions are in place, including surveillance cameras, controlled access, etc.

15. Please list all OUTGOING mail functions your staff performs in the mail service operations and indicate the average daily OR monthly mail volumes. We've listed a few examples of functions below but need you to provide all the functions your operation performs for processing of outgoing mail.

Please indicate any significant issues that should be noted to identify large variations in daily OR monthly outgoing volumes .

## Exhibit 1 – Operations Survey

Mass mailing of items to Lottery subscribers, processed twice weekly – average 1,200/wk. Annual tax verifications and tax documents mailed to approximately 7,000 addresses twice/year, in December and February.

Type	Average Daily Pieces	Average Monthly Pieces
<b>OUTGOING</b>		
U.S.P.S. 1 <sup>ST</sup> Class Letters/Cards	300	6500
U.S.P.S. 1 <sup>ST</sup> Class Flats	25	500
U.S.P.S. Bulk/Standard Mail		
Inter/Intra Agency	45	900
Registered/Certified	0	6
FedEx	1	20
Airborne		
UPS	1	20
U.S.P.S. Express		
DHL		
Pouch mail bags		
Pieces of mail in pouch mail Bags		
Inserting		
Labeling		
Printing		
Other (write in other functions)		

16. How many pieces of incoming mail are research mail and require looking up in the directory for a complete or correct address.

Average Daily \_\_\_\_\_ **OR** Average Monthly   5  

17. What process do you use for 1<sup>st</sup> Class mail that requires research?

Directory (printed hardcopy)      On-line Directory      Other

If other, please specify \_\_\_\_\_

18. What process do you use for Bulk/Standard mail that requires research?

Research      Discard

19. Is incoming accountable mail (Overnight/express shipments, registered, certified) recorded in a log before delivery?

Yes      No

If yes, please indicate how:      manual log      computerized system

## Exhibit 1 – Operations Survey

20. Are incoming non-express shipments recorded in a log before delivery?

Yes  No

If yes, please indicate how:  manual log  computerized system

21. Is there a special delivery mailrun for incoming accountable mail, in addition to the scheduled mailrun times?

Yes  No

If yes, please indicate how many hours the delivery is made after receipt of the accountable mail for processing.

Delivered within 1 hours after receipt

22. Please indicate how incoming pouch mail is delivered to your agency.

By DGS  Other If other, please specify Also, by other agencies

23. How does your agency prepare the outgoing presorted mail?

internally and deliver to U.S.P.S.  send to a fulfillment or presort bureau vendor

not applicable

24. If your agency has the ability to prepare and deliver presort first class mail to the U.S.P.S., what percentage of your outgoing mail qualifies as first class presort.

0 % qualifies as first class presort

25. Please provide the name of the fulfillment or presort bureau vendor, city and state in which they are located.

Vendor Name \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_

26. Provide fulfillment or presort bureau vendor costs associated with presorted mail. For example, handling fee per thousand pieces, flat fee, and /or postage savings shared or claimed by the mail fulfillment or presort bureau.

\_\_\_\_\_  
\_\_\_\_\_

27. Does your agency use negotiated shipping discounts based on a contract with a preferred carrier (i.e. Fed Ex, UPS, Airborne)?

Yes  No  Do Not Know

If yes, please name the preferred carrier and provide a copy of the discounted rates by service levels and weight. The preferred carrier is UPS

## Exhibit 1 – Operations Survey

28. Is postage charged back to your departments?       Yes       No

Note: There are six statewide regional Lottery offices. Each location has a postage meter. The headquarters mailroom supervisor develops and coordinates mail processing procedures with the regions.

If yes, provide the number of departments you charge back to 6

29. Please list all equipment used in the mail services operation (s) (postage meters, inserters, etc.)  
If equipment is currently not in use (idle), indicate this in the last column of the table below.

If your agency has multiple sites, list the equipment by each site.

Equipment Name	Model No.	Year of Lease	Year of Purchase	Lease Expiration Date	Monthly Lease Fee	Maintenance Fee	Equipment is not in use (idle)
Ascom 320 Plus Mail Base	320I		2001			N/A	
Ascom Sorter	337		2001				
Electronic Scale	AH-3010		2001				
Electronic Postage Meter	64280	2004		2005	\$72/mo		

30. Please list vehicles used for the mail services operation and type of service provided. For example, pickup of incoming U.S.P.S. mail or delivery and pickup of inter/intra agency mail.

Vehicle	Type of Mail Services Provided	Daily Hours Dedicated to Mail Services Functions
1996 Ford Explorer	Pick-up of USPS mail; delivery and pickup of intra-agency mail between office locations	Vehicle 100% dedicated to mailroom and support functions.

31. List all current U.S.P.S. accounts. For example, Post Office Boxes, annual permits and mailing fees. Please include the name of the box holder, box number, all permits numbers such as Business Reply Mail and first class presort mailing fees.

Current U.S.P.S. Accounts	Type	Annual Fee
“Will Call” window at Main St. Post Office	“Will call” service	\$824
P.O. Box 1254	Lottery Claims for winning tickets	\$350
P.O. Box 1758	General Delivery	\$126
P.O. Box 1815	Contests/Promotions	\$126

## Exhibit 1 – Operations Survey

32. Does your agency use a mailcode system to sort incoming mail? For example, all delivery points would be assigned numbers to represent the Building, Floor and Mailstop.

Yes     No

If yes, provide an example: 01 (Bldg) 12 (Floor) 33 (Mailstop)

### Mail sorted by floor and location

33. Provide internal performance standards/service levels for all functions where applicable.

For example, Incoming U.S.P.S. mail is delivered the same day on first mail run.  
Overnight/express mail is delivered within 3 hours of receipt.  
Incoming facsimiles are delivered the same day.

Function	Performance Standard/Service Level
USPS Incoming/Outgoing	All incoming mail delivered same day; all USPS mail picked up from various locations is all delivered to the USPS the same day
Special Deliveries / Accountable Mail	Delivered within 1 hour of receipt
Special Courier Services between office locations	As requested for emergency deliveries

34. Please list all vendors providing direct delivery to the addressee. For example, if FedEx or an office supplies vendor delivers directly to the addressee and the item does not go through the mail service operation, it should be listed below.

Vendor Name Providing Direct Delivery to the Addressee	Estimated Average Daily Volume IF KNOWN
N/A – all deliveries come through the Mail Service Operation	

35. Provide the name and phone number of your U.S.P.S. account representative:

Name: Mr. Jefferson, Business Section, USPS Brook Road Richmond, VA  
Phone No. (804)775-6149

36. Please list the U.S.P.S. Post Office location(s) where you pick up and deliver mail. Indicate Pick up Only (P), Deliver Only (D), or Both (B). Also, indicate parking availability.

Post Office Name	Location	Indicate Pick up only (P), Deliver only (D), or Both (B)	Parking		
			Available	Limited	None
Capitol Station	7 <sup>th</sup> and Main St	B			X
Main USPS	Brook Road	B	X		

## Exhibit 1 – Operations Survey

37. Provide the length and width of your mail services operation.

Incoming mail services processing operation   12   Feet X   15   Feet

Outgoing mail services processing operation   12   Feet X   15   Feet

38. Please indicate if your agency has an X-ray/screening process.

Yes  No

39. Please indicate if your agency has mail safety and mail security procedures, if any, in place.

None  Have mail safety procedures  Have mail security procedures

Please provide documented procedures you have for mail safety and/or mail security.  
(For example, procedures from Capitol police)

Incoming mail includes claims for winning Lottery ticket prizes. Security provisions are in place, including surveillance cameras, controlled access, etc. We have also provided written documentation from U.S. Postal Inspection and ATF to employees to help them identify suspicious packages, etc.

40. Are there statutory requirements that would prohibit your mail service operation from being consolidated?  Yes, please see note below  No

Please explain Although there is no statutory prohibition, Lottery mail includes claims from players for winning tickets. Tickets are bearer instruments and are subject to theft. Internal security procedures are in place to mitigate the risks of theft, including camera surveillance, restricted access, photo identification, etc.

41. Please indicate areas/special requirements that this survey does not inquire about. For example, VEC is a federally funded agency and all of their equipment was purchased with or leased with Federal funds, or the equipment was purchased by the Federal Government and given to VEC.

41. Suggestions you have to improve the current processing of incoming and outgoing mail within the mail service operation to include multiple sites, if applicable.

### Definition of Words and Survey Questions

**Accountable Mail** – Accountable mail usually includes all mail requiring a signature upon delivery to the recipient such as overnight/express mail, registered and certified mail. Many organizations also include ground shipments and office supplies as accountable mail so the items can be tracked directly to the delivery to the recipient.



## Exhibit 2 –Cost Survey

### Commonwealth of Virginia Agency Mail Services Operation Cost Survey

**FOR THE PURPOSE OF THIS SURVEY, RECORD ONLY FUNCTIONS  
PROVIDED FOR MAIL SERVICES OPERATIONS**

**For example: Mail is delivered to the Social Services Department and people have to handle/process this according to government agency procedures. Processing of checks once delivered to Social Services is not part of the mail services operation but rather is an internal requirement.**

**If you have any questions, please contact Jacquelyn McPeak: (610) 869-8699 / E-mail: mailmgt@aol.com**

**Agency Name** \_\_\_\_\_  
**Contact Person** \_\_\_\_\_  
**Address** \_\_\_\_\_  
**Phone No.** \_\_\_\_\_  
**E-Mail** \_\_\_\_\_

1. Please provide mail services employee data as requested below:

Type of Position	Number of Positions	Annual Salary	Annual Benefits
Total number of authorized FTE (authorized full-time equivalent) positions			
Total number of filled full-time (full-time P-3) positions			
Total number of filled part-time (part-time P-14) positions			
Total number of filled temporary positions			

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



## Exhibit 2 –Cost Survey

3. Please list vehicles and costs used for the mail services operation and type of service provided. For example, pickup of incoming U.S.P.S. mail or delivery and pickup of inter/intra agency mail. Provide planned replacement date and cost.

Vehicle Name	Model & Year	Monthly Cost	Replacement Date	Estimated Replacement Cost	Type of Mail Services Provided	Daily Hours Dedicated to Mail Services Functions

Comments \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## Exhibit 2 –Cost Survey

4. Please list, if any, current mail, courier or distribution facilities management contracts in effect:

Vendor Name	Term of Contract		Type of Services Provided	Annual Cost
	Start Date	End Date		

Comments \_\_\_\_\_  
 \_\_\_\_\_

5. Do you outsource any other mail services (other than those listed in question number 4 such as printing, folding, inserting, addressing)? If yes, please describe these service agreements and fee structures/cost for services.

Vendor Name	Type of Service Provided	Fee Structure/Cost for Services

Comments \_\_\_\_\_  
 \_\_\_\_\_

6. Provide total annual postage costs for outgoing U.S.P.S. mail: \$ \_\_\_\_\_

7. Provide, if any, annual postage costs qualifying for presort discounts: \$ \_\_\_\_\_

(For example, your total annual postage costs may be \$1,000,000 of which \$750,000 qualify for the presort discount rates).

## Exhibit 2 –Cost Survey

8. a. Does your agency prepare the presorted mail:

- internally & deliver to the U.S.P.S.     
  send to a fulfillment or presort bureau vendor     
  not applicable

b. If your agency has the ability to prepare and deliver presort first class mail to the U.S.P.S., what percentage of your outgoing mail qualifies for first class presort.

c. Please provide the name of the fulfillment or presort bureau vendor and city in which they are located.

Name \_\_\_\_\_ City \_\_\_\_\_

d. Provide fulfillment or presort bureau vendor costs associated with presorted mail. For example, handling fee per thousand pieces, flat fee, and/or postage savings shared or claimed by the mail fulfillment or presort bureau

\_\_\_\_\_

\_\_\_\_\_

9. Provide annual outgoing shipping volume and costs for:

Vendor	Total Number of Annual Shipments	Annual Shipping Costs
FedEx		
Airborne		
UPS		
DHL		
Other Carriers:		

Comments \_\_\_\_\_

\_\_\_\_\_

## Exhibit 2 –Cost Survey

10. Does your agency use negotiated shipping discounts based on a contract with a preferred carrier (i.e. FedEx, UPS, Airborne)  
 Yes     No     Do not know

If yes, please name the preferred carrier and provide a copy of the discounted rates by service levels and weight.

Preferred Carrier \_\_\_\_\_

11. List all current U.S.P.S. accounts. For example, Post Office Boxes, annual permits and mailing fees. Please include the name of the box holder, box number, all permit numbers such as Business Reply Mail, first class presort mailing fees, etc.

Current U.S.P.S. Accounts	Type	Annual Fee

Comments \_\_\_\_\_

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12. Annual cost of space for mail operation    \$ \_\_\_\_\_

Comments \_\_\_\_\_

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## Exhibit 2 –Cost Survey

13. Identify Federal funding streams directly related to mail services, expected length of funding and annual dollars

Name/Title	Expected Length of Funding	Annual Dollars

Comments

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14. Do you have statutory requirements that would prohibit your mail services operation from being consolidated? Yes  No

If yes, please explain \_\_\_\_\_

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15. Please list other Funding received directly related to mail services.

Name/Title	Expected Length of Funding	Annual Dollars

## Exhibit 2 –Cost Survey

Comments \_\_\_\_\_  
\_\_\_\_\_

16. Please list annual cost of uniforms (if applicable) for mail services staff. \_\_\_\_\_
17. Please list any other annual expenses/costs directly related to the mail services operation that have not been identified in this survey.  
\_\_\_\_\_  
\_\_\_\_\_
18. Please indicate areas/special requirements that this survey does not inquire about. For example, VEC is a federally funded agency and all of their mail was purchased with or leased with federal funds, or the equipment was purchased by the Federal Government and given to VEC.  
\_\_\_\_\_  
\_\_\_\_\_